<u>FIDELITY ASSESSMENT: Introduction</u>
For Team Leaders

<u>**Overview**</u>: The annual Fidelity assessment, conducted by an OnTrack Central rater, measures program fidelity to the OnTrackNY model in a given year. The assessment utilizes information gathered from: team-reported data; a team meeting observation; interviews with program staff, a participant, and family member; a random chart review and supplemental records. A report of summarized findings is used to generated to identify strengths, areas of improvement, and steps for remediation over the course of the next year.

What is the Fidelity assessment? Who is involved?
This Fidelity assessment evaluates the degree to which a program adheres to the OnTrackNY model. Assessments are conducted with all teams that have been open for at least one year. The assessment is based on information gathered from team-reported data and a site visit (in-person or virtual), which includes: a team meeting observation; interviews with the Team Leader (TL), a primary clinician (PC), a program participant, and a program participant's family member (unrelated to interviewed participant); and a review of random charts and supplemental records.

When is it conducted?
The assessment is conducted annually and focus on team activities in the past year. Several weeks in advance, the rater reaches out to the Team Leader and Program Director to schedule the site visit. The TL and an OnTrack Central rater work closely so that there is minimal disruption to clinical practice.

What information is collected and from where?
The Fidelity Criteria document, which details the criteria and expectations of an OTNY program, is used to guide information collection and assessment. Information sources include:

1. *Team-reported Data*: These data are submitted quarterly by team members using the data forms on referral, admission, follow-up, discharge, and program component outcomes. These data should be reviewed prior to the site visit to gain a preliminary understanding of activities over the past year.

2. Site Visit Data:
- <u>Observation of a team meeting</u>: All team members must be in attendance.
- <u>Interviews with the TL, PC, a program participant and a family member</u>: The rater interviews the Team Leader, a primary clinician, at least one client, and at least one family member/support person (unrelated to the client). Conversations with the TL and PC focus on team processes and clinical concepts. The TL facilitates scheduling of client and family interviews (phone interviews are acceptable).
- <u>Program records</u>:
  - *Randomly selected client charts*- 10% of the careload or minimum of three charts- are referenced to clarify clinical practices e.g., engaging families based on client preferences, obtaining comprehensive clinical and psychosocial assessments, and health monitoring and prescription practices.
  - *Supplemental records* describe activities such as: staff education/training, hours and flexibility, 24/7 crisis policies and contact information, outreach and recruitment tracking (please note, the TL shares whatever documentation is available, given that OnTrack Central has limited requirements for record-keeping practices).

How are the findings used?
The rater summarizes all findings into a report that is then reviewed by the rater, an OnTrack Central co-Director, the Team Leader and Program Director to highlight strengths, areas of improvement, and to identify action steps for remediation.

FIDELITY ASSESSMENT: A step-by-step of what to expect

Before the visit

Several weeks in advance, the rater will reach out to the Team Leader to schedule the site visit date. The Team Leader will be asked to orient the other team members to the fidelity assessment and prepare as much information as possible ahead of the visit to maximize efficiency. The Team Leader will be asked to identify one client and one family member (unrelated) who are willing to participate in a 30-minute phone interview prior to the site visit. Site visits will typically be conducted in one day with potential phone follow-ups to collect missing information. When needed, the TL will identify OMH- and agency-approved virtual platforms for sharing information and arrange for remote access to relevant records.

One week prior to the visit, the rater will share the randomly identified charts from the past year (10% of the careload, or a minimum of three charts, including the charts of one enrolled and one discharged participant).

During the visit

During the site visit, the rater will interview the Team Leader (1.5 hours) and a primary clinician (30 minutes). The TL and PC will be asked to describe team activities over the past year and to clarify any questions raised from the team-reported data.

The Team Leader will provide a brief orientation to the charts and supplemental records (2.5 hours) and where to find information in client charts. The rater will then review the charts and, in the instance that evidence is not available in a randomly selected chart, the TL may elect to indicate where that information can be found in another chart (if available).

The rater will join the team meeting (appx 1-2 hours), which will start with brief introductions, followed by the team meeting being held as usual with the rater present as an observer only.

Overall, the visit will last appx 5.5-6.5 hours.

After the visit

Following the visit, the rater will share a Fidelity Report on the findings, including strengths and findings of note, with the Team Leader and Program Director. A meeting between the TL, Program Director, rater and OnTrack Central co-Director will be scheduled to collaboratively review findings and identify action steps to enhance future program fidelity, along with a timeline for remediation.

FIDELITY ASSESSMENT: How to prepare

- ☐ **Set a date for the site visit.** Choose a day that you, the Team Leader, are able to meet with the rater for 1.5 hours and that a PC can meet for up to 30 minutes. The rater will observe a team meeting (typically 1 hour) and conduct a review of random charts for up to 2.5 hours. Overall, the site visit will last about 5.5-6 hours.

- ☐ **Schedule the participant and family interviews.** Identify a date and time that a participant and a family member (unrelated) can speak to the rater by phone for 15-30 minutes.

- ☐ **Review the Fidelity Criteria**. The Fidelity Criteria document lists program domains and the specific expectations associated with each domain that will be assessed for program fidelity.

- ☐ **Gather and review documents or materials that demonstrate fidelity with each related area**. Prior to the visit, you and the rater will discuss which specific documentation and/or materials might be reviewed, including the randomly identified charts. Ensure that all electronic records can be easily accessed and reviewed. It is recommended that you establish a central repository (such as a desktop folder or shared drive) for all documentation related to the fidelity site visit to allow for easy access to documents during the site visit.

If you have any questions or need further assistance in preparing for the Fidelity site visit, please contact Sarah Piscitelli sarah.piscitelli@nyspi.columbia.edu.