

Information Bulletin

Therapeutic Crisis Intervention

Quality Improvement and Fidelity Process



Therapeutic Crisis Intervention Quality Improvement and Fidelity Assessment Process

Information Bulletin

The Residential Child Care Project

Bronfenbrenner Center for Translational Research

College of Human Ecology

Cornell University, Ithaca, NY USA

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TCI Fidelity Assessment for Organizations

THE RESIDENTIAL CHILD CARE PROJECT (RCCP) at Cornell University formally recognizes agencies and schools whose implementation of the Therapeutic Crisis Intervention System (TCI) meets RCCP's high standards. For TCI organizations registration with RCCP affirms the organization's on-going commitment to best practice guidelines for crisis prevention and intervention. For RCCP, the initiative represents our commitment to ensuring that TCI is implemented in child caring and school organizations in a manner that meets the developmental needs of children and the safety of children and staff.

To become a registered TCI organization, agencies and schools must demonstrate meeting TCI System Implementation Standards by completing the TCI Quality Improvement and Fidelity Assessment Process. Senior RCCP staff will review the results from the assessment process and recommend registration status. Regardless of the recommended registration status, the organization will receive a written report from the assessment process that includes suggestions for program improvements and technical assistance as appropriate.

Registration as a TCI organization includes privileges as well as responsibilities. The primary responsibility is to practice in accordance with the TCI principles. Privileges include acknowledgement as a TCI registered organization on the RCCP website, access to PDF files for all TCI Student Workbook materials, and discounts on TCI materials, tuition for TCI training events, and on-site technical assistance. Registration must be renewed every three years.

The TCI Quality Improvement and Fidelity Assessment Process

DURING THE ASSESSMENT PROCESS Cornell consultants from the RCCP will examine the process and effectiveness of the TCI system that an organization has implemented.

Specifically, this assessment will:

- 1) examine the process of TCI implementation at the organization to explore what aspects of TCI are consistently implemented, omitted, adapted, challenged and successful
- 2) share findings with the organization in order to improve the effectiveness of the TCI system
- 3) assess the level of TCI implementation and if it meets TCI guidelines and standards, will offer the organization the opportunity to be registered with the RCCP as a Registered TCI organization for 3-year period or make recommendations that, if met, will allow the organization to be registered.

This assessment process includes data collection and analysis, interviews, surveys, document review, and training observation (if possible). The data collection will take place approximately one month prior to the scheduled on site visit. Cornell faculty will visit the organization to conduct interviews, review documents, make observations, and meet with the leadership team to facilitate an assessment and planning session. Within 30 days after the visit, the organization will receive a written report summarizing the assessment. This report will include the organization's status on the TCI fidelity checklist and summaries of interviews and surveys. Cornell faculty will recommend program improvements and technical assistance as appropriate.

Assessment Strategy for TCI

The assessment strategy will focus on the six major areas that support the TCI System: 1) leadership and program support, 2) child and family inclusion, 3) clinical participation, 4) supervision and post-crisis response, 5) training and competency standards, and 6) documentation, incident monitoring, and feedback.

Leadership and Program Support. Policies, procedures, and guidelines will be reviewed to assure that they are clearly written and communicated. In addition, organizational supports (such as sufficient resources, including adequate and qualified staff, support for regular external and internal monitoring, and clear rules and procedures that have safeguards against abusive practices) will be examined.

Child and Family Inclusion. The opportunities for children and families to be active partners in their care and treatment will be explored through interviews, review of crisis support plans, and discussion of policy and procedure. The organization's efforts to give children a voice in the design of policies, procedures, routines and activities will be examined. Collaboration with family to add cultural context for treatment and crisis planning will be reviewed.

Clinical Participation. Record reviews will examine the appropriateness of the individual crisis support plans (ICSPs) as well as their use. Plans will be reviewed for specific individualized interventions, strategies, and utilization. The process for developing and reviewing the ICSPs will also be examined.

Supervision and Post-Crisis Response. Reviewing supervision practices and how the post-crisis response system is implemented is part of the assessment. All supervisors should know the basic tenants of the post-crisis multi-level response strategy that serves the child's needs and supports the direct care worker and/or teacher. Post-crisis debriefing should be conducted and documented systematically according to the Post-crisis Response Multi-level System as trained through TCI updates.

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Training and Competency Standards. The orientation, training and certification program for direct care, teachers, and supervisory staff will be reviewed. If possible, TCI training will be observed for fidelity to the curriculum and quality of delivery.

Documentation, Incident Monitoring, and Feedback. An essential part of the crisis prevention and management system is documentation and monitoring of incidents, as well as the establishment of an organization incident committee to review these incidents in order to track the frequency, location, and type of incidents that occur. It also establishes a vital learning and feedback component for the crisis prevention and management system. Incident reports, feedback loops, and data tracing mechanisms will be examined.

Assessment Activities and Timeline

Planning Phase

- 1) The TCI Quality Improvement and Fidelity Assessment Plan and TCI Organization Registration process will be discussed with organization leadership.
- 2) The TCI Quality Improvement and Fidelity Assessment Plan will be developed and the contract will be signed.

Initial Data Collection and Organization Self-Assessment

- 1) The organization will complete an organization profile that includes information such as size, population served, years of experience with TCI, etc.
- 2) All organization staff members working with the children will complete the TCI Implementation Survey and the Organization Climate Survey at a 70% return rate.
- 3) The organization will prepare organization incident data to share with the Cornell team.
- 4) The leadership team that is knowledgeable about TCI implementation will complete the TCI Quality Improvement Fidelity Tool prior to the visit.

Two-Day On-Site Visit by Cornell Faculty (30 days after data collection is completed)

- 1) The visit will include an initial meeting with the leadership group to discuss the schedule of the visit, any special concerns/topics that leadership would like pursued, and the overall process.
- 2) Interviews (generally 8-10) are approximately 30-minutes in length and conducted by Cornell faculty members.
 - a. Cornell faculty interviews key staff such as director/administrator, direct care staff supervisor, direct care staff, clinician, teacher, teacher's aide, social work staff, and TCI trainer, all representing a cross section of roles and programs.
 - b. Interview content covers TCI implementation, challenges, suggestions and suggestions that arise during the interview.
 - c. Some interviews may be done as focus groups.

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- 3) Document/records review will be conducted by Cornell faculty (approximately ½ day unless two faculty members review records) to examine the following records:
 - a. TCI related policies and procedures, such as training requirements, restraint policies, post-crisis debriefing (may be submitted in advance of visit or reviewed on site)
 - b. Individual Crisis Support Plans (ICSP)
 - c. Incident reports and follow up documentation
 - d. Training records and/or agendas
- 4) Observations will be conducted by Cornell faculty in the following settings, in 30 minute segments:
 - a. Living units focused on staff/child interactions
 - b. Recreation or special group activities focused on staff/child interaction
 - c. Classrooms focused on teacher/child interactions
 - d. TCI training at the organization (if possible)—a half day observation by 1 Cornell faculty member
- 5) Leadership meeting, with Cornell faculty and key organization personnel, on the final half-day will include:
 - a. Sharing of survey results
 - b. Initial sharing of on-site interviews, reviews, and observations
 - c. Organization leadership and Cornell faculty will share the results of the TCI Fidelity Tool (organization staff will have completed the tool prior to the visit; Cornell faculty will complete the tool during the visit)
 - d. Recommendations and next steps will be discussed

Written Report and Recommendations

Cornell faculty will submit their formal written report to the organization within 30 days of the on-site visit. It will include:

- 1) Summaries of the interviews, observations, record reviews, and survey results
- 2) Recommendations for program improvements and technical assistance as appropriate
- 3) Organization status on the TCI Fidelity Tool

The Registration Review Process

SELECTED MEMBERS of the registration committee will review the organization's fidelity assessment and all written documentation and will recommend registration status. The registration committee will be composed of RCCP senior leadership faculty, TCI instructors, and other RCCP staff. All written documentation will be reviewed for compliance with TCI standards and general standards of good practice.

The Committee Members

Three committee members are selected to review the written documentation and recommend registration status.

- 1) The committee shall include an RCCP data specialist, a TCI instructor, and an RCCP faculty member.
- 2) The committee will review all documentation and recommendations within 30 days of receipt of all documentation.

Written Documentation Reviewed

- 1) TCI Implementation and Organizational Climate Survey results
- 2) TCI Fidelity Tool completed by the organization
- 3) TCI Fidelity Tool(s) completed by the Cornell faculty
- 4) Written report submitted to the organization
- 5) Organization incident report data
- 6) Recommendations by Cornell staff for registration status
- 7) If follow-up corrective actions and recommendations were necessary, written documentation of completed actions will be provided by the organization.

TCI Organization Registration

REGISTRATION FOR AN Organization implementing the TCI System represents a high standard of commitment to best practice guidelines and crisis prevention and intervention. TCI registration status is granted at the completion of the TCI Quality Improvement and Fidelity Assessment process if the organization successfully completed the requirements. To maintain registration status, the organization must meet on-going requirements outlined below, under Responsibilities of a Registered TCI Organization, and reapply for registration every 3 years.

Eligibility Requirements

Organizations must demonstrate that they have met, or are in the process of completing, the following standards and tasks:

- 1) Maintained certified TCI trainers within the organization for a minimum of 3 years
- 2) Completed the fidelity assessment process successfully (including 70% survey return, interviews, observations, record reviews, Fidelity Assessment Tool)
- 3) Met minimum standards on the completed Fidelity tool with no significant deviations from expected practice. Significant deviations might include: no regular training schedule, no post-crisis debriefing mechanism, no ICSPs in place and or being used, TCI trainers are not currently certified, etc.
- 4) Shared incident data with Cornell
- 5) Reported, if any, significant restraint injuries to the RCCP
- 6) Submitted evidence of corrective actions as a result of the fidelity process (if applicable).

Privileges of a Registered TCI Organization

A registered TCI organization has the following privileges:

- 1) Upon request, listed as a registered TCI organization on the RCCP web site
- 2) Receive a 10% discount on tuition to TCI Training of Trainer events
- 3) Receive a discount on-site training and technical assistance
- 4) Receive access to PDF files for all TCI Student Workbook materials
- 5) Receive a 10% discount on training materials and supplies
- 6) Contribute to the RCCP database and receive feedback to improve practice
- 7) Become eligible to apply to become a TCI organization mentor. Mentor organizations will have the opportunity to connect collaborate with other TCI organizations seeking registration status.

Responsibilities of a Registered TCI Organization

A registered TCI organization has the following responsibilities:

- 1) Practice in accordance with the TCI principles
- 2) Share incident data with Cornell on a regular (to be determined) basis
- 3) Report significant restraint and training related injuries to Cornell
- 4) Report changes in TCI training or procedure
- 5) Maintain certified TCI trainers and maintain minimum TCI training and refresher requirements
- 6) Use RCCP evaluation instruments in trainings
- 7) Reapply for renewal of TCI registration status 6 months before expiration (if the organization wishes to maintain registration status)

Grandmother Option

Organizations that have undergone the full TCI Quality Improvement and Fidelity Assessment within less than 2 years have the option to apply for Registration status. If corrective actions were required, the organization will be asked to submit verification of making the necessary adjustments. Their written documentation will be reviewed and registration status will be determined.

Fee and Payment Schedule

The cost of the TCI: Fidelity Assessment is \$10,500.00 (US). This cost includes the on-site visit and written report provided by Cornell University faculty and staff, travel costs incurred by Cornell University faculty and staff, and survey materials and analysis. Payment for services should be sent to the Bronfenbrenner Center for Translational Research within thirty (30) days upon receipt of the invoice.

TCI Fidelity Assessment Application

Contact Andrea Turnbull, RCCP, ajt78@cornell.edu, for more information about this program.

TCI Organization Registration

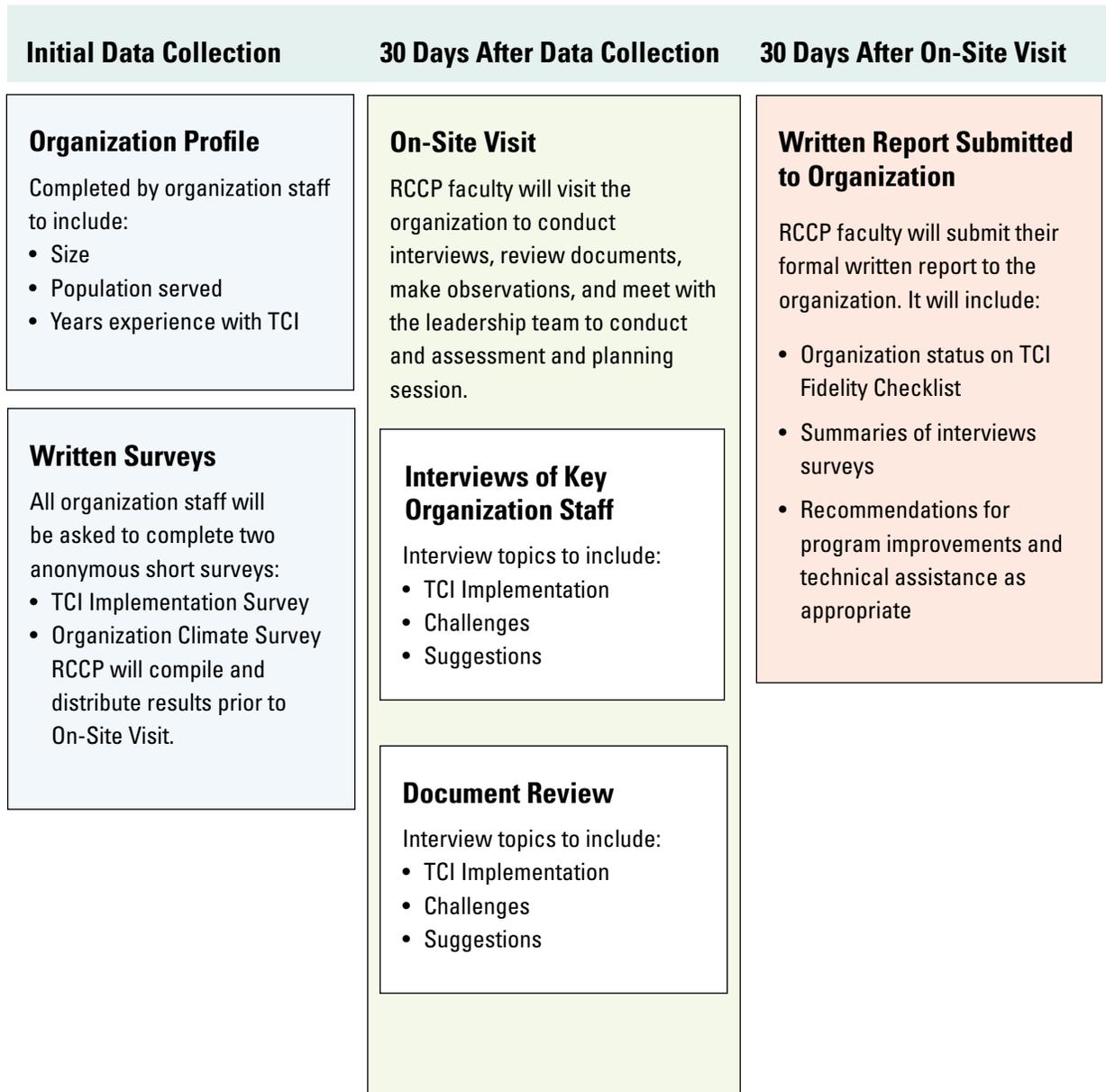


Figure 1. TCI Fidelity Assessment Timeline



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