

Implementation Infrastructure

Implementation drivers refer to the key infrastructure elements needed to support practice, organizational, and systems change necessary for successful implementation of a program or practice (Metz & Bartley, 2012). Implementation Drivers are in service to fidelity and ensure that the program or practice is embedded in the organization's operations and culture. The implementation drivers emerged on the basis of commonalities among successfully implemented programs and practices and are grouped into organization and competency drivers (Fixsen et al., 2005).

- **Organization drivers** (facilitative administration, systems intervention and decision-support data systems) create and sustain a hospitable environment in both the organization and the broader system that is needed for the program or practice to be implemented as intended and achieve expected outputs and outcomes.
- **Competency drivers** (selection, training, coaching and fidelity) develop and improve staff competencies to support the program or practice.



Fixsen et al., 2005

Systems Intervention

Systems Intervention refers to how an organization's leaders work with external partners to ensure availability of financial, organizational, collaborative and human resources required to support and sustain the program or practice. The goal of Systems Intervention is to identify and address barriers that are outside the organization's immediate locus of control. Systems intervention can also enhance and sustain policies, procedures and partnerships that facilitate the work.

Best Practices for Systems Intervention

1. **Leadership engages diverse and representative stakeholders (including service recipients) and staff in developing a shared understanding of the need for the program or practice.**

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Leadership works together with stakeholders and staff to develop a shared understanding of the need for the program or practice

2. **Leadership creates opportunities for diverse and representative stakeholders and staff to learn from each other while implementing the program or practice.**

Leadership creates ongoing opportunities for shared learning while using the program or practice.

3. **Leadership regularly communicates with stakeholders regarding the program or practice.**

Leadership communicates with stakeholders and receives and responds to feedback from all stakeholders regarding the program or practice..

5. **Leadership creates opportunities for diverse and representative stakeholders (including service recipients) and staff to design solutions together to support implementation of the program or practice.**

Leadership creates ongoing opportunities with stakeholders to design together solutions to support use of the program or practice.

Fixsen, D., Naoom, S., Blase, K., Friedman, R., & Wallace, F. (2005). *A Review and Synthesis of the Literature Related to Implementation of Programs and Practices*. Tampa, FL: National Implementation Research Network.

Metz, A., & Bartley, L. (2012). Active implementation frameworks for program success: How to use implementation science to improve outcomes for children. *Zero to Three (J)*, 32(4), 11-18.