

Rapid-Cycle Learning (RCL) in Gateway Wellness Center (GWC)



What improvement strategy did you test?

- Community events to engage with parents about enrolling their children in GWC services and about mental health awareness



What data did you collect and analyze?

- Parent surveys to explore parental engagement and awareness of mental health services
- Staff focus group to explore whether events meet community needs
- Staff observation of parents during events to assess parental engagement



What did you learn about your improvement strategy?

- Parents found community events to be useful and GWC services effective
- Stigma of being a mental health agency may have prevented parent engagement



What evidence-informed decisions did you make?

- Continue community events with some adaptations to communication and table signage
- Attend more community events that parents are required to bring children to, which led to an increase in parental engagement



How has your participation in Project Impact added value to your organization?

- Allowed us to take a deeper look into how we can use data to improve as an agency
- Allowed us to collaborate with community partners to support community events



What are your future plans for rapid-cycle learning?

- Use RCL in other departments to improve service delivery



What would you recommend to others interested in using rapid-cycle learning?

- Be willing to be flexible and open to feedback
- Be comfortable with things not going as you expect them to



Parent engagement
at community events

