

Rapid-Cycle Learning (RCL) in Norwescap



What improvement strategy did you test?

- Supplemented our referral process with automation and timestamps to evaluate Norwescap's 2-day client inquiry callback policy



What data did you collect and analyze?

- Administrative data recording the time that a client's inquiry was received, and the confirmed callback contact by staff
- Focus group data with staff for feedback on process changes



What did you learn about your improvement strategy?

- Our changes increased visibility and accountability for staff's caseload, improving our response time throughout the test and virtually eliminating our number of missed 2-day callbacks
- Staff feedback helped us find the "sweet spot" for both the format and the frequency of notifications



What evidence-informed decisions did you make?

- Adopt the intake referral process



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

- Gained new insights on our 2-day callback core principle
- Project Impact served as a platform to adopt RCL strategies organization wide



What are your future plans for rapid-cycle learning?

- Continue to search for program-specific process improvements



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

- Small, incremental changes have large, cumulative benefits



Administrative data on callback times

