

# Quality Control & Program Evaluation

This chapter includes information that will help you identify key quality control processes and program evaluation measures that are important to maintaining reliability and consistency in your program.

## 6.1 Quality Control Checks

Quality control checks are processes that ensure a high-quality Caring Contacts program is delivered consistently. Routinely conducting quality control checks will help identify and correct any errors early on before they escalate into larger problems. Documenting issues identified through quality control checks allows you to monitor patterns and identify systemic issues that occur because of gaps in standard operating procedures, inconsistencies in daily workflows across team members, or technology issues. See **appendix 8.4** for a sample quick guide for quality control checks.

## 6.2 Program Evaluation

Program evaluation will help you determine how successful your Caring Contacts program is by providing a structured way to assess effectiveness and efficiency. Findings from evaluations can help you identify ways to improve your program and guide decision-making. Consider the following potential sources of data: Mosio texting platform, electronic health records, data from brief pre-/post- or satisfaction surveys.

## Sample Outcomes for Program Evaluation

- Suicidal ideation and behavior (can be collected using a validated screener such as the Columbia Suicide Severity Rating Scale, Patient Health Questionnaire-9, or Asking Suicide Screening Questions).
- Other measures of mental well-being (may be available in electronic health records or can be collected directly via patient surveys).
- Mental healthcare utilization (self-reported use of outpatient mental healthcare, and suicide-related ED utilization or hospitalization).
- Participant satisfaction with the intervention (see Participant Satisfaction section on next page).

## Process Evaluation & Reporting Metrics

Process evaluation will help you monitor the reach of your program, representativeness of participants relative to your target population, and if key program activities are delivered as intended.

Sample process evaluation data may include:

- Number of participants enrolled
- Proportion of eligible or referred potential participants enrolled in the program
- Number of participants that withdrew from the program
- Number of participants who contacted the program during a crisis
- Ratio of staff to program participants
- ZIP code or regions served, or number of patients served per referring clinic
- Participant demographics such as age, race/ethnicity, income level, etc.

## Participant Satisfaction

We recommend collecting participant feedback about their experiences in the program by administering a brief satisfaction survey at the end of the intervention. Participant feedback can be a key indicator of success and guide adjustments to improve the program. Consider including the following questions in your patient satisfaction survey:

- Have you received text messages from [follow-up specialist's name]?
- The tone and content of the messages were [just right, too cheery, too serious, something else (free-text field)].
- I would have liked to have received [the same amount of text messages, more messages, fewer text messages, or no text messages].
- Is there anything you would recommend we change in the future about these text messages?

If you are interested in a longer participant survey, you may download the "[Caring Contacts Reception](#)" survey from the Practical Guide on the [caringcontacts.info](#) website.

## 8.4 Sample Quality Control Checks Quick Guide

This sample quality control checks quick guide lists the basic steps of each quality control check recommended for a two-way text Caring Contacts program. Determine the frequency with which your team will complete these checks.

*Note: These procedures assume your program will utilize the accompanying project management tools.*

### Recommended Quality Control (QC) Checks

#### Add New Participants

Objective: Confirm that all participants have been imported into Mosio.

- Sort the Mosio Contact List by "Date" with newest entries on top.
- Confirm participants identified in your original source data appear in the Mosio Contact List.
- Document any issues and QC check completion.

#### Verify Preferred Name in Mosio

Objective: To verify that the Preferred Name field in Mosio is correct for new participants, with appropriate capitalization and no extra spaces, so that automated communication sent from Mosio looks natural.

- In Mosio Contact List, sort participants by date using filter at the top of the date column.
- For each new participant, verify that the Preferred Name field includes the given preferred name, is capitalized correctly, does not include the participant's last name, and doesn't have a space before or after the name.

- Make corrections if needed and then save. Note: If this field is imported from another source, the original source will need to be updated as well.
- Document any issues and QC check completion.

#### Confirm Storylines & Staff Names

##### Assigned Appropriately

Objective: To ensure that new participants are enrolled in the correct storylines and assigned a follow-up specialist; to ensure two CC texts don't get sent on the same day.

- In Mosio Contact List, sort participants by date using filter at the top of the date column.
- Verify that a staff name is listed in the Staff Name field of the participant's profile in Mosio. If adding or changing staff name, be sure to click "Save Participant Data." Note: If this step is missed, the first Caring Contact the participant receives will be missing the staff name.
- In the Mosio Contact List, review the "Storylines" column to verify that all appropriate storylines have been assigned to each participant.
- If you need to add a storyline, select the "Storylines" tab in Mosio from the drop-down menu, choosing today as the start date, and clicking on the "+". Add additional storylines, such as those for holidays and birthdays, if missing.
- Review all storylines to ensure the participant won't receive two messages on the same day (a result of holiday messages landing on a standard CC day). Adjust the date of the Caring Contact message when needed to avoid duplicate messages.

- Review the birthday text to ensure it isn't sent on a day without staff coverage.
- Document any issues and QC check completion.

### CC Intervention Monitoring

Objective: Monitor text history to ensure texts are being sent as intended, and (optional) document delivery failures.

- Open the Contact List in Mosio to review the listed records. Check that scheduled Storyline texts were sent as intended and that any incoming texts were replied to.
- For participants who have opted out, withdrawn, completed their intervention, or are deceased, update their Mosio profile accordingly.
- Optional: Review recent activity in text history or daily summary email to check for message delivery failures, messages of substance that weren't replied to, and other text irregularities.
- Optional: For any failed messages ("unreachable destination handset" in Mosio), attempt to manually resend the text to the same phone number to see if it resolves the issue. If not, consider reaching out to the participant by alternate means (if available) to obtain a new/functional phone number.
- Document any issues and QC check completion.



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