## What Does Design & Consultation Look Like?

ICTP ISPs providing design and consultation supports may help regional or state system partners to

* design and monitor system change efforts;
* identify and design implementation functions, roles, and structures;
* diagnose implementation performance issues and design strategies to address them;
* identify strategic goals or action steps and design strategies to achieve them; and
* identify and design needed linkages with co-creation partners, workflow monitoring processes, or communication protocols.

In each of these cases, system partners then implement and support designed processes, protocols, or strategies, with or without ongoing design and consultation support from ISPs.

 CONTACT

Request the above bulleted items at <https://ictp.fpg.unc.edu/contact> to reach out to the ICTP project team members and more broadly with the permission of the PSG and CTSC to access these materials.

Although often provided in combination, design support and consultation support serve different purposes. Examples of *design supports* provided by ICTP ISPs to system partners in North Carolina and South Carolina include

* facilitating the development of model Triple P scale-up plans for both states,
* contributing to the development of Five-Year Triple P Strategic Plan Templates for regional partners in North Carolina,
* the development of a communication protocol between the NC Triple P PSG and NCLC, and
* guiding questions for decision making within the NC Triple P PSG.

Examples of *consultation supports* provided by ICTP ISPs to system partners in North Carolina and South Carolina include

* consultation around the implementation and improvement of plans, templates, and protocols listed above;
* consultation to the NC Triple P PSG and NCLC on the development and debriefing of meeting agendas and activities;
* consultation to the NC Triple P data team to enhance practice-policy feedback loops;
* consultation to Triple P partners in the NC Department of Health and Human Services for the redesign of its regional site-visit protocols; and
* consultation to the NC Triple P PSG on enhancements to statewide practice-policy feedback loops.

Design and consultation supports and tailored implementation support at the regional level also can be contrasted through the lens of the ICTP implementation support practice model’s eight practice principles, as seen in **Table 8.2.**

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Download Brief 5: Foundations of the ICTP Implementation Support Practice Model, section [Principles of Implementation Support Practice](https://ictp.fpg.unc.edu/wp-content/uploads/principles.docx) (docx) for more information on the practice principles.

**Table 8.2** ICTP Design and Consultation Support and Tailored Implementation Support at the Regional Level Through the Lens of Practice Principles

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| --- | --- | --- |
|  | Design and Consultation Support | Tailored Implementation Support at the Regional Level |
| **Co-creation** | * ICTP ISPs are considered co-creation partners.
* As part of discrete, time-limited support activities, ICTP ISPs may reinforce the need for, and broker, broader co-creation partners.
 | * ICTP ISPs are considered co-creation partners.
* ICTP ISPs fully participate in and seek to reinforce broader co-creation processes through ongoing facilitation, coaching, brokering, addressing power differentials, adult learning, and other core practice component activities.
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| **Implementation scientist-practitioner model** | * Support is grounded in implementation research and practice.
 | * Support is grounded in implementation research and practice.
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| **Proactive support and** **Contextualized and responsive support** | * Support is typically responsive; however, if ICTP ISPs regularly attend partner meetings, they may anticipate needs and proactively offer discrete supports.
 | * Support is both proactive and responsive and is more systematic in nature overall.
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| Adaptive leadership | * ICTP ISPs model and reinforce adaptive leadership principles to support participants, who must manage complex challenges.
 | * ICTP ISPs model adaptive leadership principles in their own contributions to the shared management of complex challenges.
* ICTP ISPs facilitate support participants’ learning and use of adaptive leadership principles to manage complex challenges with increasing self-regulation.
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| Iterative, stage-based approach | * ICTP ISPs are mindful of the dynamic nature of statewide and regional Triple P scale-up efforts as they provide more discrete and time-limited design and consultation supports.
 | * ICTP ISPs pace and tailor more systematic, long-term support activities within the iterative, stage-based context of regional Triple P implementation and scale-up efforts.
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| Data-driven progress monitoring and improvement | * ICTP ISPs typically rely on participants’ self-reported design and consultation needs and observations of broader system context, but may collect limited mixed-methods data to refine understanding and modify support activities.
 | * ICTP ISPs collect and use broad-based mixed-methods data to develop shared understandings of partners’ strengths and needs, collaboratively identify implementation performance goals on which to focus tailored support at the regional level, develop shared action plans across multiple co-creation partners to achieve partners’ goals, monitor the effectiveness of the support processes, and make data-driven quality improvements.
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| Local ownership of progress | * ICTP ISPs provide support within the role of a “guide by the side.” System partners then implement and support co-designed processes, protocols, or strategies, with or without ongoing consultation from ICTP ISPs.
 | * Although ICTP ISPs provide direct contributions to, and actively participate in, individual/team behavior change and organizational/system performance improvement processes, they develop and then reinforce support participants’ abilities to self-regulate effective implementation practices going forward.
* ICTP ISPs continually reinforce support participants’ ownership of any progress and achievement of implementation performance goals on which support has been focused.
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*Note.* ICTP = Implementation Capacity for Triple P; ISP = implementation support practitioner.