#109 - Relationships, facilitation and framing: Real-world sustainment and scale up

Theme
4. Zero to 100: Sustainment and scaling

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Objectives/aims
The divide in implementation science between implementation research and implementation practice is a developing challenge. Constructs and processes where this divide is most prominent is in understanding trust, sustainment and scale-up.

Trust has been described as a critical factor for achieving implementation results. A lack of scientific knowledge about sustainment and scaling has clearly been articulated. While several models exist, there is a persistent inadequacy in sustainment and scaling improvements across health and social care system.

The aims of our research were to explore how trust is associated with implementation processes and outcomes, and, how practitioners foster and deepen trust among stakeholders involved in the process of implementation.

Methods
Our research applied an integrated knowledge translation model, whereby we partnered with implementation stakeholders to implement a complex state-wide Victorian Early Parenting Outcomes Framework intervention into practice. The implementation process worked from an "embedded researcher" model whereby we worked with stakeholders through every step of the process from development of the Outcomes Framework through to its implementation, and current evaluation. Methods included theory-driven implementation/knowledge translation approaches

with action-research methods. Specific methods included observing individuals and groups; structured or semi-structured interviews; field notes; analytic memo-ing.

Main findings

Our research reveals emergent constructs when undertaking implementation, sustainment and scale-up in the real-world setting. These key constructs play a critical role in developing contexts that are conducive to ongoing embedment and productive scale-up processes. These include: The need for developing relationships through prior consultation and development of the Outcomes Framework; Establishing involvement and support from skilled implementation practitioners who bring legitimacy to the content and process of implementation. And, importantly, who can ensure facilitation that seeks to develop trusting relationships; Leveraging a context that frames a staged approach to implementing across different sites working with a broader, long-term vision of system change. The implications for implementation practice are to leverage and foster relationships, sponsor skilled facilitation and frame scale-up within a vision of system change over time.