30 Steps for Cross System Collaboration Specific to Technology Transfer Centers

This list provides guidance on steps necessary in cross-TTC collaboration. It is not all-inclusive and focuses largely on training and technical assistance, but also addresses cross-system product development. The list is in chronological order, but all items need to be considered in the initial stages of collaboration.

Shared Commitment and Trust

1. Identify a clear topic based on cross-center needs.
2. Identify learning outcomes.
3. Clear identification of collaborators (decide which logos will be used in marketing).
4. Agreement if additional collaborators can be added and, if so, the process for inclusion.
5. Develop a timeline of activities and who is responsible for each.

Agreement on Internal Communications

6. Agree on program management process to ensure all have access to materials during and following the collaboration (drop box, google doc, basecamp, one drive, etc.).
7. Align staff from each TTC willing to contribute to ensure fairness.
8. Ensure a commitment exists to attend frequent meetings as a priority for effort to move forward. Weekly meetings may be necessary to keep things moving forward.

Shared Agreement on Format and Method of Delivery

9. Method of delivery can range from live, to self-paced asynchronous products, to a written product with a host of additional options. Some examples include:
    - A webinar series
    - Establishing communities of practice
    - An ECHO series
    - Chat rooms
    - A lecture
    - Specific consultation
    - A white paper
    - A program assessment or program evaluation
    - A self-paced course through HealtheKnowledge
10. Ensure learning outcomes are aligned with the method of delivery.
11. Agreement on which (if any) continuing education units will be offered.
    - If so, determine who will pay for applications.
    - If so, determine who will complete the forms.

Commitment for Sharing Expertise and Evidence-Based Practices

12. Content will be based on evidence-based practices.
13. Identify experts in-house, or external to the organization, to deliver content in the format designated.
    - All collaborators should contribute expertise or pay consultation fees for expertise.
    - If it is an ECHO series, there is shared responsibility for locating hub team members, meeting facilitator(s), and finding practitioners to present cases. There must also be agreement on fidelity to the ECHO model (ensuring case presentations).
14. If it is a product, determine who will design, brand, provide content, edit, and all those who need to review and give final approval before dissemination.

Shared Agreement on Evaluation/Engagement on Knowledge about Outcomes

15. GPRAs – need to determine how they will be shared, how to engage the TTC program evaluators, who will secure the GPRA codes, how to administer the survey (paper or electronic) and who is responsible for tracking and reporting back out to the presenter(s).
16. If additional evaluation or assessment is planned, discuss IRB approvals, methodological approach, informed consent, scales, data analysis, the evaluation process, where the outcome data will be stored and strategies for data sharing. Identify PI(s) for purposes of program evaluation. Determine who will author and who will brand.
17. If developing communities of practice you need to determine who will continue ongoing communications using the online platform.

External Communications

18. Ensure you market the training, event, product, etc., consistently across the network with one person to run point. Ensure all collaborators have a person identified to provide input and final permission to release marketing materials.
    - All TTCs should forward their marketing materials independently in their network using their electronic mailing lists or personal outreach if appropriate.
    - Brand standards should be followed and logos from all contributing centers should be included.
    - Agree who will develop social media posts and guides for other TTCs to share and be sure to promote the training using the same language, hashtags, and handles.
    - One person should develop the images for the social media posts.
    - Request presenter(s)/trainer(s) to share their social media handles (their personal handles and those of their organization/association) that can be tagged in posts.
    - Determine who may have time to live Tweet if a live event.
    - Determine process to roll out shared products.
    - Commitment to tag ALL TTCs that are involved in the training in each post. Be specific about the collaboration.

Participant Registration Process

19. Determine point person to handle the registration.
    - If it is a live event, help ensure the event can be easily added to electronic calendars.
    - Explain technology access required by participants in communications.
    - Provide update on registration to trainers and TTC Directors/Program Managers.
    - If there will be a Q and A section in the registration link that should be shared and used to prepare information.
    - The identified point person must let registrants know the attendee expectations. If the focus is developing communities of practice, you need to provide as much information up front as possible (this includes dates, time commitments, and training requirements).

Session/Product Readiness

20. Identify a person (and possibly a back-up as well) who will run point on technology. They will invite panelists, hub team members, and content experts if it is an ECHO session. They will be responsible for arranging and testing the technology prior to the event, and running any tech during the training.
    - Test run with presenters and others. Provide training on model of delivery if it is necessary (for example, training presenters on the ECHO model).
    - For live/online training, ensure back-ups and redundancies exist for unplanned technology events.
    - If it is a product, secure input by end users prior to marketing and distributing.
    - Set a date and agree on when content will be forwarded by presenters to ensure 508 compliance.
    - Work with Erin Hobbs and others if this is a HealtheKnowledge product and use their checklists to ensure content is correctly formatted for the HealtheKnowledge platform.

Specific Session Content

21. Presenter slides with TTC branding (ensure 508 compliance). The slides should include:
    - Name of the presenters.
    - Disclaimer.
    - Information about TTC sponsors.
    - Housekeeping rules.
    - Develop language, script, and agreed upon description for introducing the collaboration and the centers to ensure smooth transitions and clear recordings.
22. Ensure there is a bio-sketch for authors and contributors.
23. Starting sessions:
    - Explain technology and content.
    - Ensure good sound quality and respond to technology questions.
    - Open with a poll (if HealtheKnowledge a pre-test) to engage participants and to assist in encouraging them to be at their screens.
    - Technology point person provides housekeeping rules (video, mute, question and answers, chat box) and highlights the attendee expectations to ensure participants know if their video needs to be open prior to event.
    - If it is a live session, provide content in the chat box or respond to question and answers and agree on an approach as a group.
    - Publicize TTCs, their websites, and network resources.
24. If hosting a large, live session, plan who will respond to each question. You may want a second or third trainer to help respond.
    - Share the question and response log with everyone following the session.
    - Suggest keeping the chat box open to encourage participation at all levels.

Post Session Tasks

25. Designate a point person to forward certificates of attendance (CEUs) for participants.
    - Ensure attendance, appropriate branding, and electronic signatures by directors.
    - Follow up on tasks related to CEUs, if appropriate.
26. The person handling registration will provide a follow-up email to participants with slides, recording of presentations, point person to reach out to for certificate questions, and information on future sessions. Develop as much as possible before session and send as quickly as possible after session occurs.
27. Agree where recording will be posted and the language for the archive.
28. Agree who will serve as corresponding author on products.

Engage in De-Briefing following Sessions

29. Examine what worked and what did not work and maintain ongoing cross-TTC communication.
    - Agree on next steps and the language relative to deliverables in the continuation agreement and annual reports.
30. KEEP MEETING. You can't anticipate every problem.

Mountain Plains Mental Health Technology Transfer Center

The Mountain Plains Mental Health Technology Transfer Center (MHTTC) serves HHS region 8. States served include Colorado, Montana, North Dakota, South Dakota, Utah, and Wyoming. Funded by the Substance Abuse and Mental Health Services Administration, the Mountain Plains MHTTC is a partnership between the University of North Dakota and the Western Interstate Commission for Higher Education.

REGION 8
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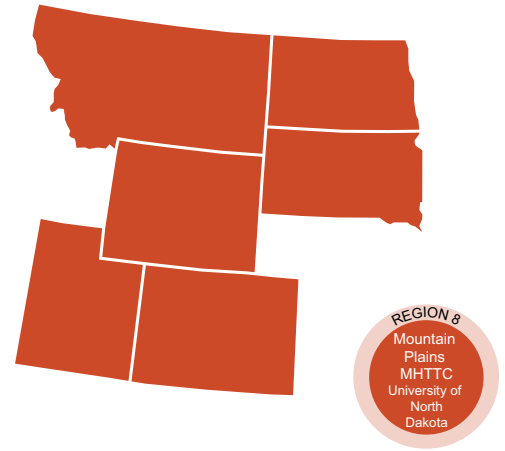
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Additional Resource

Virtual Learning Guide

Developed by the Pacific Southwest Mental Health Technology Transfer Center (Region 9), this guide was developed to support those who use virtual platforms to support the mental health and school mental health workforce.
URL: cars-rp.org/_MHTTC/docs/Virtual-Learning-Guide.pdf

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