

5. Full Operation

Purpose:

Monitor and ensure the continuing operations of initiatives and programs beyond the initial implementation phase.

Activities:

- Develop and implement processes to monitor implemented community initiatives and/or programs to ensure they continue to operate as expected, are carried out with proficiency and skill, and are supported and facilitated by managers and administrators. (This may be a continuation or expansion of data collection and reporting put in place during Initial Implementation. For example, a community may ask learners to complete training evaluations for each gatekeeper training. During Full Operation, a community may, at a later time, survey those who received training to determine if the skills they learned continue to be carried out and supported.)
- Address issues until the initiative or program becomes “accepted practice” and a new operationalization of “treatment as usual” takes its place in the community (e.g., Faggin, 1985).

Resources/Input:

- Completed community actions and goals
- Assessment methods
- Data collection and reporting processes
- Process for acting on findings (e.g., data reports reviewed, discussed, and action plans developed during meetings of a community suicide prevention coalition)

Results/Output:

- Outcome measures
- Action plans
- Reduced risk of failure after initial implementation
- Continued effectiveness of suicide prevention activities, initiatives and programs

Description:

In step 5, you develop and implement processes to monitor implemented community initiatives and/or programs to ensure they continue to operate as expected, are carried out

with proficiency and skill, and are supported and facilitated by managers and administrators. In other words, is your initial implementation still working as you originally intended?

You may be able to use the data collection process that you put in place in Initial Implementation or you may need new types of data. Following are examples of two implementations and possible ways to measure them.

- Implementation: Gatekeeper Training
 - ★ Using email addresses obtained on training sign-in sheets. Several months after training, send an email survey to participants to gauge how much they remember and how comfortable they are when applying the training.
 - ★ Create a series of newsletters to reinforce the training material and send the newsletters to the email addresses provided during training.

- Implementation: Annual Suicide Awareness Day
 - ★ Distribute and collect small survey cards asking how effective the day was and what could be done to improve it in the future.
 - ★ Capture attendance data and track attendance to ensure people are not losing interest.

Resolve issues until the initiative or program becomes accepted practice and takes its place in the community.