**PHASE 3
APPLY**

Implementation Fidelity Tool

Effort ●●●○○

Objective

To develop guidance that will support the faithful implementation of SBC programs, solutions, or approaches by partners and stakeholders, especially during scale-up.

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Note: Implementation fidelity is the degree to which a program or solution is delivered as it is intended by the program developers (Carroll et al., 2007). It is important because these details are likely to determine whether and how much impact the program or solution has.

Time needed
5-6 hours

Participants
Design and research teams

How to use this tool

This tool provides a simple 4-step process for defining and measuring implementation fidelity. It is intended to guide you in supporting the faithful implementation by government agencies, civil society organizations, and implementing partners of programs and solutions.

Completing the tool will prepare you to communicate clearly with partners about how the solution is intended to work, to specify what is needed for it to work as intended, and to offer simple, actionable direction for partners to monitor implementation fidelity as they take the program or solution forward.

1. **Summarize the rationale.** This is helpful to ensure that all stakeholders have a shared understanding of how the program or solution works. By clearly communicating this logic to partners, you will help them see why certain details of implementation are essential to achieve the desired outcomes and strengthen buy-in for implementing the program or solution as it was designed.

   The rationale should describe how implementation of the program or solution is expected to lead to the desired outcomes, but it does not need to be as detailed as a theory of change that you might use to conduct a program evaluation. When describing the rationale, use simple terms that will be understandable to program implementers who are not experts in research or in social and behavior change.

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What solutions can this tool be used for?

Often, solutions contain multiple components. If one component is necessary for another to be implemented successfully (for example, a job aid and a training for providers on how to use it), fill out the tool once, describing both components together. If two solution components work in similar ways (for example, radio spots and posters in a health facility that reinforce the same message), they can also be described together. If, however, two components work in different but complementary ways and could be implemented separately (for example, an empathy-building activity for providers and a client feedback box), fill out this tool separately for each one.

When is the best time to use this tool?

It's recommended to begin filling out the tool early in the SBC Flow Chart process and to revisit it throughout:

- *Define* phase, begin thinking about the concrete aims the program or solution will work to achieve. This will support you to articulate a clear rationale in Step 1 of the tool.
- *Design and Test* phase, complete Step 1 to ensure that you articulate a clear rationale for the solutions. Begin thinking about the details of implementation in Step 2 and explore the answers to those questions, as needed, during testing.
- *Apply* phase, complete all four steps of the tool before implementing the solutions. If you run a pilot, use this tool to shape your learning objectives and then revisit the tool after the pilot. You might find that adjustments are needed based on what you have learned. Finalize all four steps of the tool before handing over solutions to partners.

2. **Specify what faithful implementation means**. Breaking down the details of what faithful implementation looks like offers more clarity on what "If" means in the program rationale, and helps implementors understand what is needed for success.

Answer each of the questions in the table below. Think carefully about what is essential to the rationale you wrote in Step 1, and what might be more flexible.

2. **Define indicators for measuring implementation fidelity.** Identifying what is most important to measure and what is practical to measure, will prepare partners to monitor the details that are useful to them to understand and strengthen implementation.

Read through the answers you wrote in Step 2 and mark a few (no more than 5) that you think are most important to the program or solution's faithful implementation. Copy them into the table below and define how they might be measured, the sources of data that can be used, and a recommended threshold for success. Sometimes, you may find that a single indicator gives insight into more than one implementation fidelity aim. Where possible, try to quantify the indicators, expressing them as a number, a proportion, or an average. Remember that data can be costly to collect, and partners often have limited resources for monitoring. With this in mind, try to identify data sources may already exist and ways to generate useful insight without collecting additional data from a large number of clients, communities, or health facilities.

4. **Define indicators for measuring outcomes**. Although this tool is primarily focused on implementation of solutions, it's valuable to always have the intended outcomes in mind. Feedback on these outcomes can be very important to inform programmatic decisions and improvements.

Look back at what you wrote under "Then" and "This will result in" in Step 1, and identify a few indicators (no more than 5) that could be used to measure whether the program or solution is having its intended impact. Define how they might be measured, the sources of data that can be used, and a recommended threshold for success. As in Step 3, consider the cost and feasibility of different data sources and keep any recommendations realistic. Depending on the type of data that's available, it may not generate definitive evidence of impact that more intensive research activities could. Consult your M&E colleagues for guidance as needed.

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SOLUTION	*What is the name of your solution?*

1. SUMMARIZE THE RATIONALE

If	Then	This will result in
this is what implementation looks like ↓	*this is how we expect it to influence the people who interact with it ↓*	*this is what we expect faithful implementation of the program or solution to achieve ↓*
↑ steps 2-3 will focus here	*↑ step 4 will focus here*	

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Question	Implementation fidelity aim
2. SPECIFY THE MEANING OF FAITHFUL IMPLEMENTATION	
What needs to be done?	
Who needs to do it?	
Who else is involved?	
At what moments and with what frequency?	
What tools or materials are necessary?	
What branding requirements should the materials follow?	
What training or preparation is necessary?	
What should NOT be done?	
What else is required for faithful implementation?	
What details are flexible or open to adaptation?	
What costs are involved?	

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3. DEFINE INDICATORS FOR MEASURING IMPLEMENTATION FIDELITY			
Implementation fidelity aim	**Indicator**	**Data source**	**Threshold for success**
Copied from Step 2	*The measurement or value that helps you understand whether the implementation fidelity aim was met. Examples:* ● *Number of community members exposed to a campaign* ● *Percent of public sector healthcare providers who received a training* ● *Average number of participants at community dialogue meetings* ● *Percent of clients who received a material*	*Where you will find the information. Examples:* ● *Attendance registers from events or trainings* ● *Client exit interviews* ● *Supervision checklists*	*Guidance for whether the solution has been implemented faithfully enough that we can expect it to have meaningful impact, recognizing that it's rarely possible to achieve perfect fidelity. The threshold for success should be expressed in the same units as the corresponding indicator.*

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4. DEFINE INDICATORS FOR MEASURING OUTCOMES			
Impact or outcome	**Indicator**	**Data source**	**Threshold for success**
Identified from Step 1 ("Then" and "This will result in" columns)	*The measurement or value that helps you understand whether the intended impacts and outcomes of the solution are occurring. Examples:* ● *Number of clients accessing a health service* ● *Percent of clients who report being highly satisfied with a service* ● *Percent of community members who correctly identify a risk factor*	*This is where you will find the information. Examples:* ● *Interviews with clients, providers, or community members* ● *Health facility records on services provided* ● *Feedback forms*	*This provides some guidance for whether the intended impact has occurred. Sometimes, it's helpful to think of this in terms of how much you expect the indicator to change after the solution has been implemented.*

Citations

ideas42. (n.d.). *Implementation Fidelity Tool.* [Unpublished document].