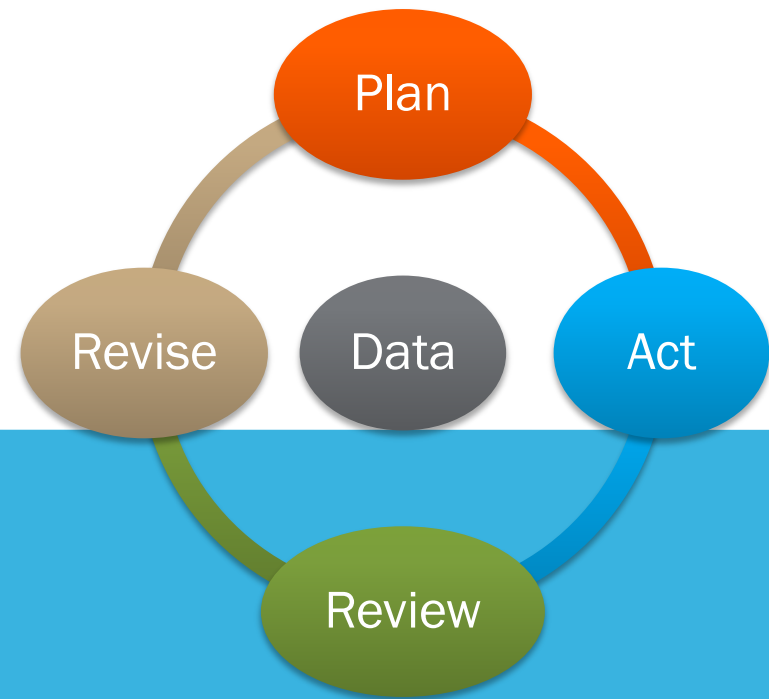


# Overview of Continuous Quality Improvement (CQI)

- Structured, iterative approach to process improvement that:
  - Uses input from all stakeholders to enact change
  - Utilizes data to analyze and improve processes and accountability
  - Has four core steps: Plan, Act, Review, Revise
- Plan
  - Form a team that has knowledge of system needing improvement.
  - Define a clear goal and current status.
  - Brainstorm strategies for improvement.
  - Create action plan with specific activities.
  - Identify and define measures of success.
  - Plan data collection for facilitating effective decision making.
- Act – implement action plan
- Review – use data to see if progress is being made
- Revise – adjust plan as needed



# CQI Tools

- Logic Model - graphical depiction (matrix) of the relationships between the stakeholders, activities, outputs and outcomes of a program

Inputs	Activities	Outputs	Outcomes
What resources are involved	What activities the program undertakes	What is produced through the activities	What is produced through the activities
Examples: Identify stakeholders involved in the process	Examples: Increase compliance with youth in court statute, create composite permanency rating index	Examples: hearing notice developed, # and % youth attending hearings, # and % of OPPLA youth with PRT meetings held, % hearings with notice sent	Short Term awareness, knowledge, skills, motivations Medium Term practices, decisions, policies Long Term permanency, safety, well-being

- Action Plan – documents and tracks the specific steps required to achieve the activities including the responsible parties and projected timelines
- Data Collection Guide – identifies the specific data elements to be collected and the systems/sources of the data

# What have we learned?

- ⦿ Our goal was very ambitious – most of our individual activities could have been their own CQI goal
- ⦿ CQI takes time and requires regular meetings
  - ⦿ Process changes need to be identified and implemented
  - ⦿ Data collection methods have to be instituted
  - ⦿ Data has to be collected
  - ⦿ Data has to be analyzed
- ⦿ Realized the importance of involving youth, and the families we serve, in the process
- ⦿ Serves as a roadmap for next 3 years
- ⦿ Iterative nature of CQI means that there really is no finish line
- ⦿ Hopefully will create a best practice model that can be applied to entire D&N caseload
- ⦿ We are excited to see the results of our work!