



Maximizing your program's results by using Continuous Quality Improvement (CQI)

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Healthy Teen Network*



- Define and describe the benefits of using CQI in monitoring program implementation,
- Identify the processes that need to be used to conduct CQI, and
- List at least 3 ways to conduct CQI for program monitoring.

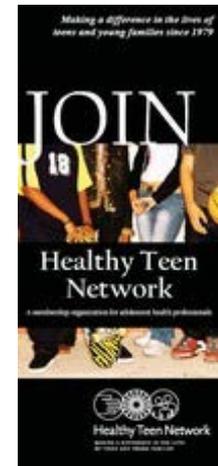


Interactive features of this webinar:

- Polls
- Q&A feature
- Feedback
- Question / comment time

About Healthy Teen Network

- Training and technical assistance
- Resources and publications
- Networking opportunities

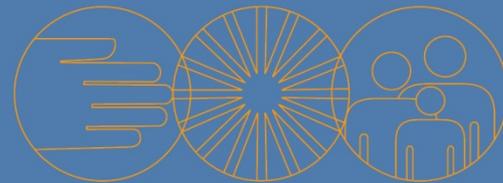


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SYNERGY:
ACHIEVING MORE TOGETHER

OCTOBER 21-24, 2014
AUSTIN, TX



Healthy Teen Network



POLL:

Are you familiar with CQI?

What is CQI?

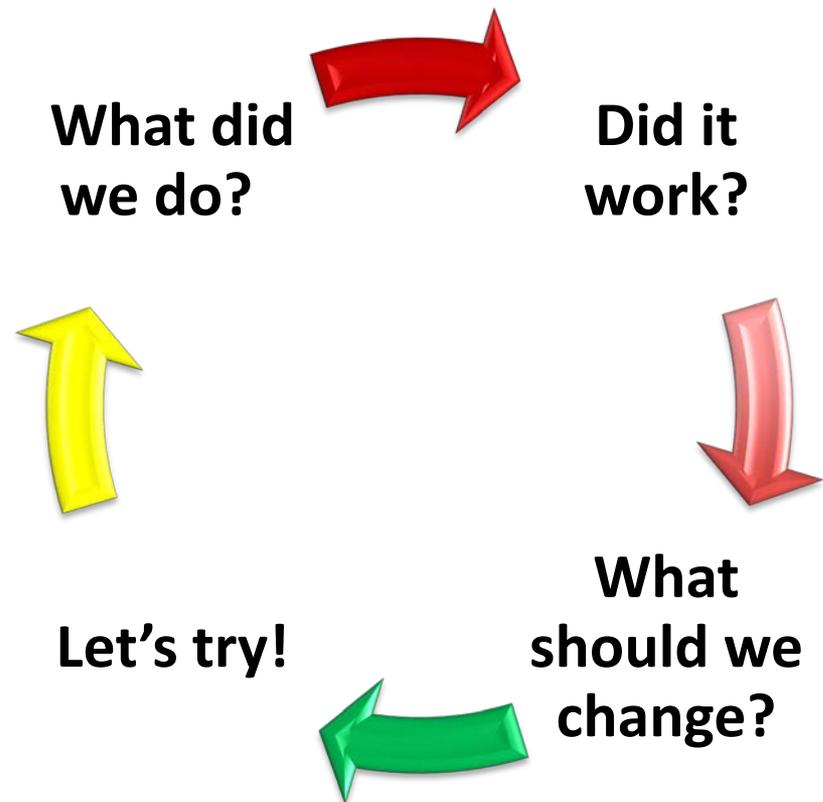


What is CQI?

- One of many models of quality improvement
- Others include:
 - FADE model
 - Focus, Analyze, Develop, Execute, Evaluate
 - PDSA model
 - Plan, Do, Study, Act

Key Elements of CQI

- Results orientation
- Input from all levels of staff and stakeholders
- Teamwork
- Continuous review of progress
- Timely changes to avoid crisis



Two types of CQI

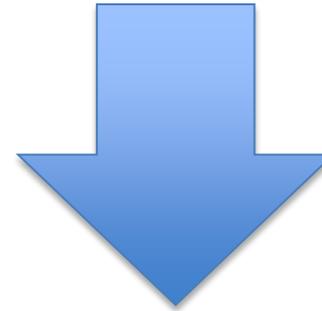
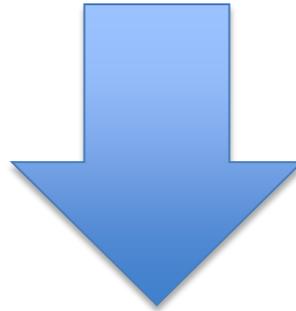
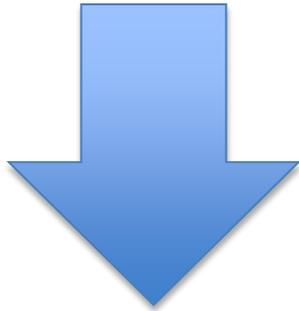
MID COURSE	STRATEGIC
<ul style="list-style-type: none">•While program is running•Conducted frequently•Provides data for mid-course improvements•Involves target population and program staff	<ul style="list-style-type: none">•After program has finished•Less frequently conducted•Provides data for making changes to next program cycle•Involves many more people plus organization leaders



Mid-course
CQI results

Mid-course
CQI results

Mid-course
CQI results



Strategic CQI

MANAGERS	STAFF	TARGET POPULATION
<ul style="list-style-type: none">•Monitoring•Staff satisfaction•Staff skills	<ul style="list-style-type: none">•Skills•Efficiency•Address needs	<ul style="list-style-type: none">•Meets needs•Sustainable program•Address barriers

- Make use of opportunities for improvement as they arise
- Monitor program more systematically
- Gather information for success stories or for explaining unexpected findings
- Demonstrate use of feedback – builds trust and relationships
- Determine staff professional development needs

- Opportunity to contribute to program improvement efforts
- See purpose for collecting data
- Build skills in observation / collecting information
- Spend less time “putting out fires”
- Justify need for additional resources / professional development

- Helps ensure program stays relevant
- Meets needs more effectively and efficiently
- Helps uncover barriers to achieving outcomes
- Helps ensure your program remains in place!

Getting started with CQI: What needs to be in place?

- Support from leadership and staff
- Infrastructure to support
 - Meeting space
 - Access to data
 - Time to meet
 - Access to decision-makers

Conducting CQI: Need processes for...

1. Gathering information about the program
2. Ensuring staff meet for CQI
3. Asking the right questions systematically

1. Gathering information: Sources include

- Workplans
- Logic models
- Notes from interactions with target population
- Participant feedback forms
- Pre/post tests
- Focus group results
- Minutes from staff meetings

1. Gathering information effectively:

- Establish a plan!
 - Who is responsible?
 - To whom is it submitted?
 - What are the due dates?

Then what?

- Review and synthesize
 - Look for patterns
 - Identify trouble spots
 - Compare data with performance measures – on target?

2. Ensuring staff meet to conduct CQI

- Need to add CQI-only meetings?
- Need meetings at key times in program cycle:
 - Semi-monthly at beginning
 - Monthly during implementation
 - Within one week of events / workshops

2. Ensuring staff meet to conduct CQI

- Who needs to be involved?
 - Staff who implement program
 - Staff from partner organizations
 - Administrative support staff
 - Program evaluators
 - Supervisors

3. Asking the right questions systematically

- Are we on target for meeting performance measures?
- What has gone well? What factors have contributed to successes?
- Challenges to implementation?
- What needs to be improved? Why?
- What should be done to address challenges?

3. Asking the right questions systematically

- Regarding the information you are collecting...
 - Need for additional information?
 - Any information no longer needed?
 - Need for improvement in data collection tools?
 - Do we need more time and/or funding to collect this information?

3. Asking the right questions systematically

- Next steps
 - Who will make changes? By when?
 - How will we know changes are successful?
 - What data will we gather? From whom?
 - When should we next review changes?



POLL:

Are you already implementing
CQI?

BUILDING SUPPORT FOR CQI: HOW?

- Educate staff / managers
 - Review benefits
 - Present a draft plan
 - Address concerns
 - Not used to measure staff performance

TALKING POINTS FOR STAFF:

- Helps us ‘work smarter, not harder’
- Keeps program current
- Helps us put data we collect to good use
- Helps with report-writing – improves chances for future funding
- Keeps us sustainable!



CASE STUDY

How CQI looks in practice:

Sally Swanson,

Adolescent Pregnancy Prevention
Campaign of North Carolina

- What challenges would you foresee to conducting CQI at your organization?
- What supports do you feel you would need to conduct CQI at your organization?
- Questions / comments for Sally?

- Define and describe the benefits of using CQI in monitoring program implementation,
- Identify the processes that need to be used to conduct CQI, and
- List at least 3 ways to conduct CQI for program monitoring.



QUESTIONS?
COMMENTS?

Thank you!

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