

ME, MYSELF & CQI

Continuous Quality Improvement

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FORM
YOUR TEAM

2

DETERMINE
QUESTIONS

3

DATA
REVIEW

4

DATA
PLANNING

5

DATA
PROCESSES

6

DATA
ANALYSIS

#1: Form Your Team

- Make sure staff from all levels are included in this process, they know their capacity best.
- Be sure to include stakeholders/representatives from those who are sharing data with you.



#2: Determine Questions

- Start with your mission statement or program objectives.
- Come up with questions and/or hypotheses.
- Ensure your questions narrow enough to be manageable



#3: Data Review

- What is the best way to answer these questions or test your hypotheses?
- Your approach needs to take advantage of data you are already collecting.
- The data you plan to collect must be able to reasonably answer those questions.

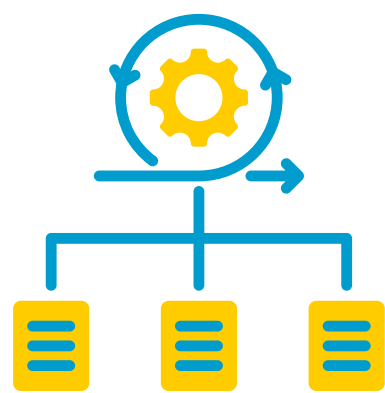
! Remember, success looks different for everyone! Keep this in mind when determining markers of progress.

#4: Data Planning

- Work smarter, not harder!
- What is the easiest way to get the data you need to answer your questions?
- Some data may be best collected at intake, and other data may be best collected after you've built rapport

#5: Data Processes

- Build your framework.
 - Are your forms collecting what you need?
 - Can you integrate your data collection into your existing documentation processes?
 - Have you taken the necessary staff time to onboard everyone into this process?
- Are you collecting longitudinal data about your clients after they leave your program? If so, you may need to rely on publicly available data in case your client stops engaging. Make sure you have full names, birthdays, up to date phone numbers, and/or HIPPA releases for their next care provider.



#6: Data Analysis

- Get to know your data.
 - Do any trends pop out immediately?
 - Were there trends you were hoping for?
 - Do you have enough data to analyze to demonstrate a statistically significant relationship?



PDSA

PLAN, DO, STUDY, ACT

WHAT IS PDSA?

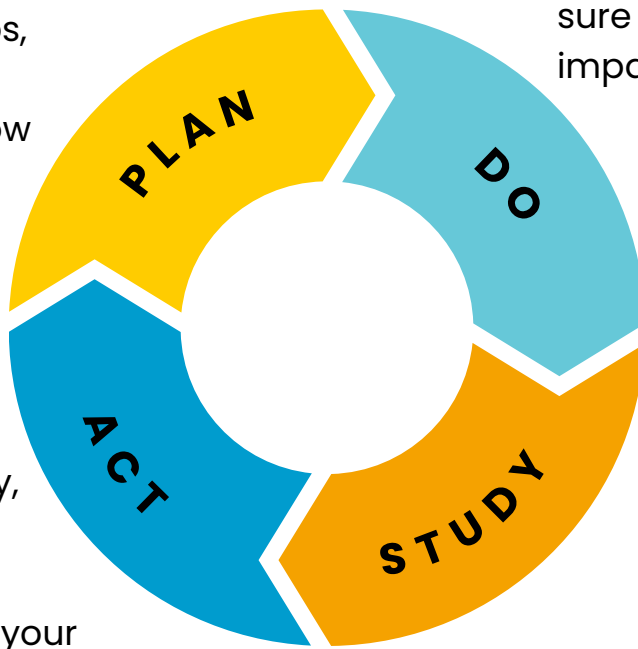
One widely used CQI tool is the PDSA Cycle - that stands for Plan, Do, Study, Act. It's a method to guide your change management process and will help you move from identifying an issue to testing and adopting solutions.

CQI consists of multiple PDSA cycles to define the problem/challenge, isolate the factor that may be contributing to the problem, and determine if an implemented change brought about the desired outcome.



PDSA Cycle

- Identify the problem or need
- Create a strategy to address the issue (with a timeline)
- Define action steps, your intended outcomes, and how you will measure the change.
- Execute the change/strategy
 - Follow the model you laid out closely, so as to make sure your change is not impacted by other factors
- Analyze the data collected during your Do phase
- Based on the data analysis, decide whether to adopt, adapt your strategy, or abandon the change/strategy.
- Remember, even if your strategy doesn't go as you hoped, it's all useful information for the next cycle.



What questions should I be asking?

Planning for Data Collection

- What info is important to collect, and why?
- Who collects info? Who inputs info?
- Where is the info collected? And how often?
- Who is analyzing the data for quality?
- How are you collecting the data?
- What tasks or tools are needed?



Studying your Data

- Assess the quality of your data
 - Is your data complete?
- Define criteria for what you're trying to measure
 - How are you defining client success? Be sure to measure progress towards a goal, not simply accomplishing a goal. Progress is a success.
- Identify trends and strength of relationship between different variables.

Acting on Data Analysis

- All knowledge is good knowledge! It's okay if you didn't accomplish what you thought you would during this cycle.
- Depending on the issue, consider sharing your results and decision making process with staff who are experiencing the change. Make it a team effort.

PDSA IN PRACTICE

Write it out! Who, What, When & Where

WHO

- Who will make the change?
 - *Have they made this change before? Do they have experience with this type of change?*
- Who will receive the change?
 - *What, if any, is the anticipated push-back? Do they have capacity to add new tasks? Is this change replacing previous tasks with more efficient work processes?*



WHAT

- What change is being tested?
 - Be mindful of taking on too much. It's better to do one change well, then change many things and have the changes implemented poorly.
- How will this change impact dependent processes?
 - For example, updates to an intake process may mean it will take a little longer. Will additional staff be available to help out during the transition period to prevent long wait times?



WHEN

- When will this change take place?
 - Does this change sync up with when staff have the most capacity?
 - Are leaders of this change out of office during this time? Is it the holidays?
 - Summers tend to have higher rates of crime and violence, preparing in the winter or spring (depending on the size of the change) may be best for successful implementation.



WHERE

- Where will this change take place?
 - *Will this change impact community facing services? Or is it only at the management level?*
 - *If this change is in the field, are managing staff available to answer questions/problem solve as they arise?*



PDSA is not...

- A rigorous evaluation over a long period of time
- An evaluation of an entire program as a whole
- A formal statistical process

Remember, PDSA is a rapid cycle focused on one issues at a time.