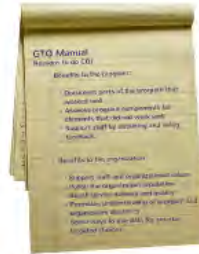


Thank you for your attention!



Continuous Quality Improvement

What's in your toolbox?

A Collaborative Learning Series on Getting to Outcomes, Step 9: CQI

First things first...
Healthy Teen Network is a national membership organization focused on preventing teen pregnancy and also supporting young families.

This webinar series is made possible by the Centers for Disease Control Division of Reproductive Health Grant #1U5BDP002943-02

Thank You!

Disclaimer

Goal:

- Participants will understand basic concepts associated with mid-course continuous quality improvement (CQI).

Objectives:

- Define CQI generally.
- Describe mid-course CQI.
- Identify at least 3 strategies for conducting mid-course CQI.
- Describe strategic CQI.

Share and Share Alike...

Mila Garrido, Project Manager at Healthy Teen Network

Participant Poll



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A Collaborative Learning Series on Getting to Outcomes, Step 9: CQI



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Alex Eisler, Training and TA
Coordinator

This webinar series is made possible by the

Alex Eisler, Training and TA
Coordinator

York

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Thank You!



Disclaimer

Educational or instructional materials...
during this presentation...



Disclaimer

Educational or instructional materials referenced during this presentation are for informational purposes only. Presenters' references to these materials do not constitute endorsement by the Centers for Disease Control and Prevention. Any statements expressed are those of the presenters and do not necessarily reflect the views of the Centers for Disease Control and Prevention.

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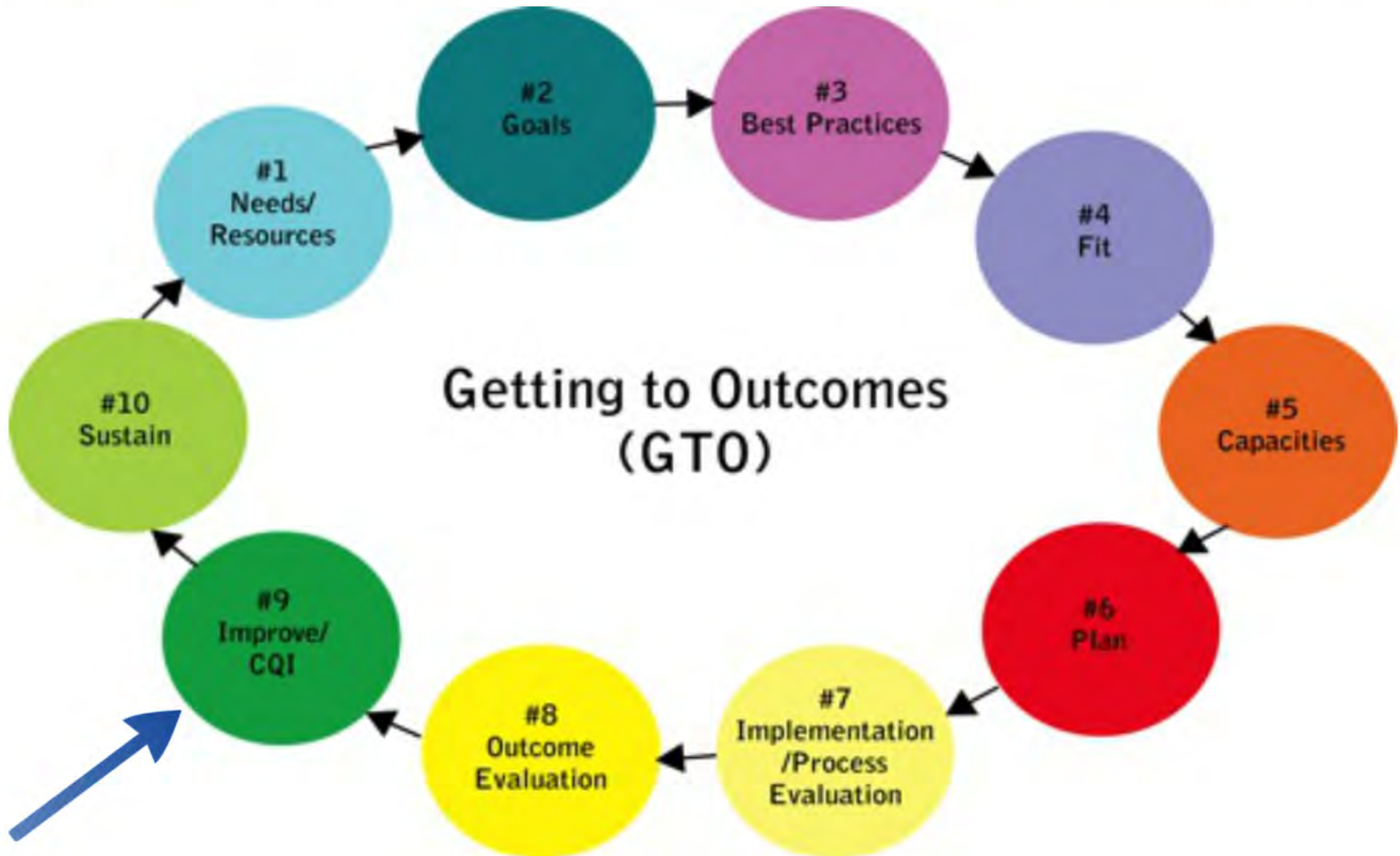
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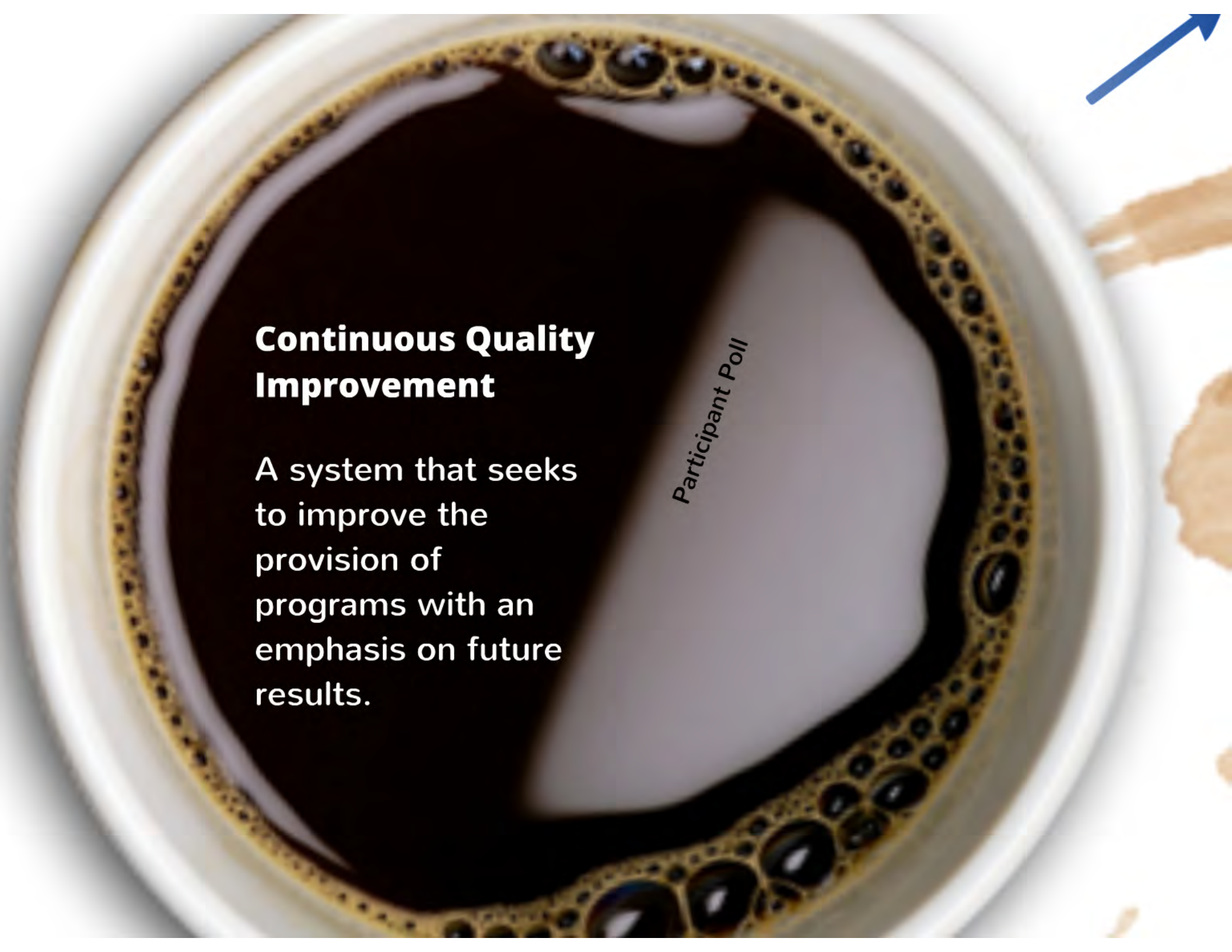
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- Describe strategic CQI.



Participant Poll

What is CQI?





Continuous Quality Improvement

A system that seeks to improve the provision of programs with an emphasis on future results.

Participant Poll

Participant Poll

GTO Manual

Reasons to do CQI

Benefits to the program:

- Document parts of the program that worked well
- Assess program components for elements that did not work well
- Support staff by obtaining and using feedback.

Benefits to the organization:

- Support staff and organizational values
- Polish the organization reputation
- Boost service delivery and quality
- Promotes understanding of program and organization dynamics
- Show ways to use data for smarter, targeted choices

GTO Manual

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Mid-Course CQI

A series of activities to make program improvements as the program unfolds or in the ongoing operations of a program. Makes use of opportunities for improvement as they arise, rather than waiting until problems grow or resources have been spent.

Sources of data

- Debrief meetings with facilitators and staff
- Fidelity monitoring logs
- Pretests
- Observation notes
- Participant feedback (specific lessons)
- Participant satisfaction surveys (more generally)
- Participant interviews (if applicable)

Strategies

- In-person meetings (or virtual) occasions
- Mid-program meetings
- Collect fidelity monitoring/participant satisfaction/other data

- Can do electronically
- Survey Monkey
 - Text messaging

Planning

Ask yourself, "What's the point of all this data?"

Before implementation...

Develop a plan:

- Meetings/Timeline
- Accountability
- Include relevant staff - monitoring staff, evaluators, supervisors, coordinators, etc.
- Discuss implementation, adaptations, best practices, logistics

Benefits

- Increased program effectiveness
- Increased staff morale
- Increased participant satisfaction
- Increased program fidelity
- Increased program reach
- Increased program sustainability

During implementation...

- Document all changes and rationale
- Review already implemented adaptations for appropriateness
- Ensure ongoing protocol for effectiveness
- Involve all relevant staff

Strategic CQI

A big picture approach to improvement. A systematic assessment of and feedback on whether you are working on the right issues, check if you are achieving desired outcomes, and determine what you should keep and what you should change.

What you'll need...

All materials and data collected as part of the GTO process so far.



Continuous Quality Improvement

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- Involve relevant staff - frontline staff, evaluators, supervisors, coordinators, etc.
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Benefits

- Address issues before they become a problem
- Support participants' learning to make a change
- Put collected data to use
- Provide implementation information and data



During implementation...

- Document all changes and rationale
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Benefits

- Addresses issues before they become a problem
- Keeps adaptations orderly
- Supports participants' by making changes in real time
- Puts collected data to use
- Provides explanation for outcome evaluation data



During implementation...

- Document all changes and rationale
- Review already implemented adaptations for appropriateness
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- Involve all relevant staff.

Planning

Ask yourself: "What's the point of all this data?"

Implementation...

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/Timeline

ntability

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During implementation

- Document

Benefits

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- Debrief meetings after individual sessions
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Benefits

- Provides a clear picture of what is working and what is not
- Identifies areas for improvement
- Encourages staff to take ownership of the program

During implementation...

- Document all changes and rationale
- Review already implemented adaptations for appropriateness
- Ensure ongoing protocol for effectiveness
- Involve all relevant staff.

Strategic CQI

A big picture approach to improvement. A systematic assessment of and feedback on whether you are working on the right issues, check if you are achieving desired outcomes, and determine what you should keep and what you should change.

What you'll need...

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Continuous Quality Improvement

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Strategic CQI



Needs Assessment

Still relevant?
Need more data?

A large red circle is centered on the page. A blue line enters from the top right and points towards the circle. A blue arrow enters from the left and points towards the circle.

Goals/Objectives

Are these still
appropriate?



Best Practices

Are these still
working?

Are there new
ones?



Fit

Was the program a
good fit?

Do we need to go
back to the list?

Capacities

Did this program
work for the local
partner's capacity?



Plan

Was the plan
sufficient?

```
graph LR; A((Implementation)) --> B((Outcome Evaluation))
```

**Outcome
Evaluation**

Did you achieve
desired results?
To what degree?

Implementation

How did it go?
Pre/Post data
Mid-Course CQI?

Strategic CQI



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Continuous Quality Improvement



Still to come...

- More indepth information on COI
- GTO Step 10: Sustainability

Share and Share Alike...

Mila Garrido, Project Manager at
Healthy Teen Network



Diffusion


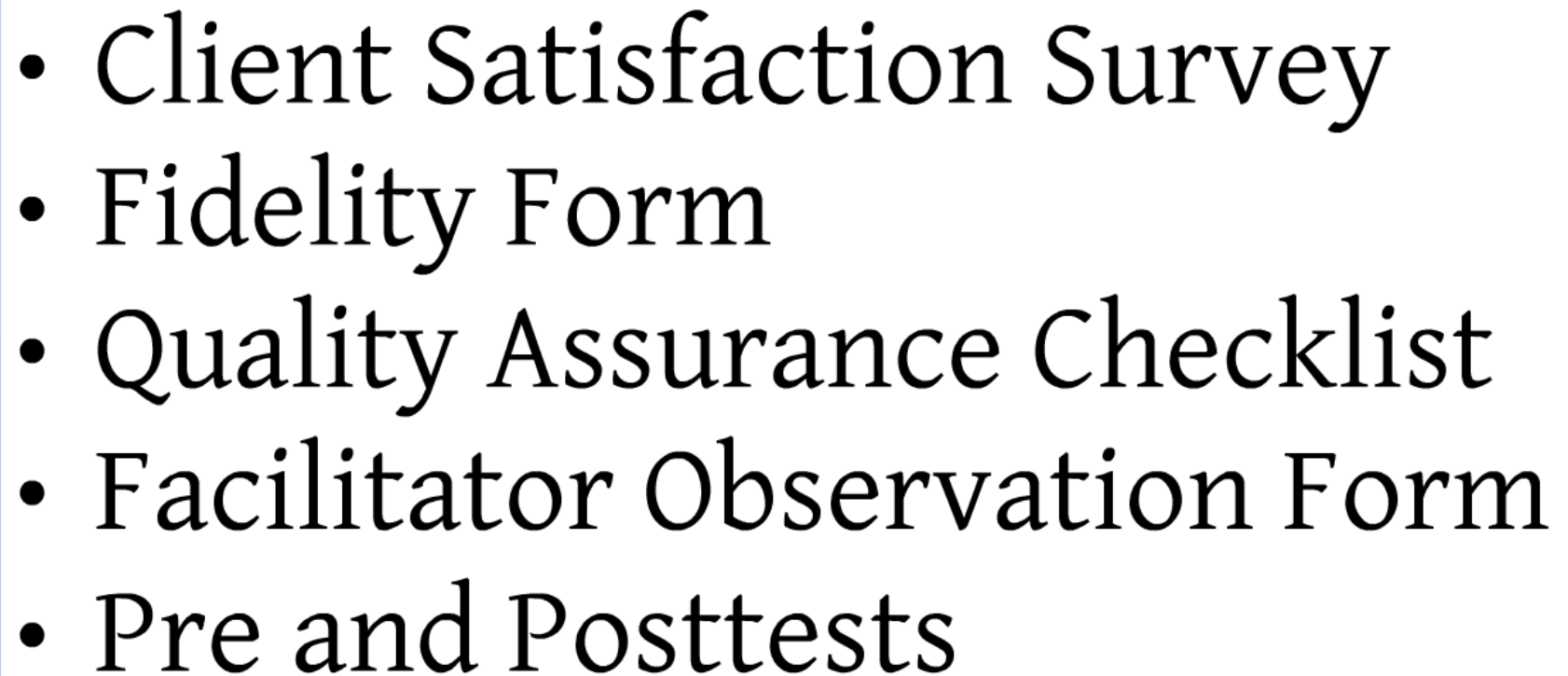
Effective

Behavioral



Intervention



VOICES/VOCES

- 
- 
- Client Satisfaction Survey
 - Fidelity Form
 - Quality Assurance Checklist
 - Facilitator Observation Form
 - Pre and Posttests

- CQI allowed us to meet and exceed the expectations of those that we served;
- Through small and incremental changes, we could achieve continual improvement; and
- CQI was effective when it became a natural part of our everyday work

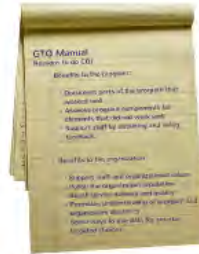
- 
- 
- Problems and challenges are found in processes, not in people, and
 - CQI doesn't seek to blame, but rather to improve processes.

Still to come...

- More indepth information on CQI
- GTO Step 10: Sustainability



Thank you for your attention!



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