Thank you for your attention!

What's in your toolbox?
A Collaborative Learning Series on Getting to Outcomes: Step 3: CQI

- Participants will understand basic concepts associated with mid-course continuous quality improvement (CQI).
- Define CQI generally.
- Describe mid-course CQI.
- Identify at least 3 strategies for conducting mid-course CQI.
- Describe strategic CQI.

Disclaimer

First things first...
Healthy Texan 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 and Prevention's Reproductive Health Grant #1U58DD025142.

Thank you!
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
Alex Eisler, Training and TA Coordinator
This webinar series is made possible by the Centers for Disease Control Division of Reproductive Health Grant #1U58DP002943-02

Thank You!
Disclaimer

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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.
Participant Poll
What is CQI?

Getting to Outcomes (GTO)

#1 Needs/Resources
#2 Goals
#3 Best Practices
#4 Fit
#5 Capacities
#6 Plan
#7 Implementation/Process Evaluation
#8 Outcome Evaluation
#9 Improve/CQI
#10 Sustain
Continuous Quality Improvement

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

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Benefits to the organization:

• Support staff and organizational values
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• Boost service delivery and quality
• Promotes understanding of program and organization dynamics
• Show ways to use data for smarter, targeted choices
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
- Self-evaluation with facilitator and staff
- Quality assurance log
- Participation rates
- Observations
- Participant feedback (specific session)
- Participant satisfaction survey (deemed generally)
- Participant interviews (if applicable)

Strategies
- Stated improvement initiatives/unit-level
- Assessment
- Mid-program meeting
- Analysis: Staff feedback/active participant satisfaction/other data

Examples
- Sample from electronically
  - Survey Monkey
  - Text messaging

Planning
A developed plan. What do you want to achieve?

Benefits
- Improved outcomes
- Increased efficiency
- Enhanced program success

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
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.
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 assessment.
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
- Debrief meetings after individual sessions
- 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
  - Involve relevant staff - frontline staff, evaluators, supervisors, coordinators, etc.
  - Discuss implementation, adaptations, best practices, logistics

During implementation...
- Document all changes and rationale
- Review already implemented adaptations for appropriateness
- Review existing protocol for effectiveness
- Involve all relevant staff

Benefits
- Improved program quality
- Increased participant engagement
- Enhanced program compliance
- Increased staff satisfaction
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)
Planning

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

**Before implementation...**

Develop a plan:
- Meetings/Timeline
- Accountability
- Involve relevant staff - frontline staff, evaluators, supervisors, coordinators, etc.
- Discuss implementation, adaptations, best practices, logistics

**During implementation...**

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

**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
Planning

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

Implementation...

- Timeline
- Accountability
- Relevant staff - frontline staff.
Ask yourself: "What's the point of all this?"

**Before implementation...**

Develop a plan:
- Meetings/Timeline
- Accountability
- Involve relevant staff - frontline staff, evaluators, supervisors, coordinators, etc.
- Discuss implementation, adaptations, best practices, logistics

**Benefits**

**During implementation**

- Document
During implementation...

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

- Debrief meetings after individual sessions
- Mid-program meetings
- Collect fidelity monitoring/participant satisfaction/other data

Can do electronically

- Survey Monkey
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Strategies

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Benefits

- Addresses issues before they become a problem
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- Supports participants' by making changes in real time
- Puts collected data to use
- Provides explanation for outcome evaluation data
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
- Self-reflections with facilitators and staff
- Weekly monitoring logs
- Participant feedback
- Participant satisfaction surveys
- Direct participant input

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
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.
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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
What you'll need...

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

Still relevant?
Need more data?
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?
Outcome Evaluation
Did you achieve desired results?
To what degree?

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

Needs Assessment
Still relevant? Need more data?

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?

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

Outcome Evaluation
Did you achieve desired results? To what degree?
**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**
- Self-assessment with facilitators and staff
- Quality monitoring log
- Process
- Observation notes
- Participant feedback (specific lesson)
- Participant satisfaction survey (more generally)
- Participant interviews (if applicable)

**Strategies**
- Personal development plan
  - Coaching
  - Professional development
  - Career planning
- Mid-program meetings
- Conduct quality assurance/participant satisfaction/other data

**Planning**
- What is the problem?
- Define problem
- Develop alternative solutions
- Evaluate alternative solutions
- Select solution

**Benefits**
- Increased efficiency
- Improved communication
- Enhanced customer satisfaction
- Reduced costs

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**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.
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!