

Creating a Continuous Quality Improvement Plan

Appendix B: Sample CQI Plan Template

CQI Brief

Design Options for Home Visiting Evaluation

July 2016

Date:

1. Organizational System and Support

- A. Participating Local Implementing Agencies
 - a. Indicate number of federally funded LIAs in your state/territory
 - b. Indicate number of LIAs participating in the CQI plan
 - c. For those participating LIAs, complete the following table.

LIA Name	CQI Team Members/Roles (e.g., Ms. Johnson, Home Visitor)	LIA Management Lead	CQI Topic (e.g., family retention, breastfeeding)
Notes:			

Tip: If home visiting program participants are not on local CQI teams, explain how they will play an active role in CQI work. In the notes section, identify administrative support for CQI work.

B. Grantee Personnel to Support Local Implementing Agencies

State/Territory Personnel Assigned to CQI Teams	Experience With CQI	Skills Specific to CQI Work	Professional Development/ Support Needed to be Successful in This Role	LIAs/CQI Teams Supported (List)	Staff Time Allocated To Supporting CQI Teams (e.g., .25 FTE)
Notes:					

Tip: If personnel are not already identified, share your plan for securing personnel to adequately support local CQI work.

C. Ongoing Support for Teaching, Coaching, and Using CQI Data to Inform Improvement

	Method	Frequency	Additional Comments	Indicator(s) of Effectiveness
1. Describe point person and training methods planned to strengthen CQI competencies for state/ territory and local teams.	<p>Example:</p> <p><i>Name of point person:</i></p> <p><i>Methods:</i></p> <p><i>Annual CQI conference</i></p> <p><i>Virtual topic calls</i></p> <p><i>1:1 team coaching</i></p> <p><i>Group coaching</i></p>	<p>Example:</p> <p><i>Monthly calls</i></p> <p><i>1:1 check-in with each team monthly</i></p> <p><i>Group coaching and 1:1 per requests within 72 hours</i></p>	Add specific information on the type of training that will be done.	How will you know that teaching/ coaching is effective? Add examples to explain methods used for collecting data on efficacy and satisfaction.
2. Describe how you will encourage learning based on data into training and coaching.	<p>Example:</p> <p><i>Collaborative run charts and small multiples with LIA-identified data shared in monthly topic calls</i></p> <p><i>Storyboards with annotated run charts created by:</i></p> <p><i>Team data used in 1:1 and group coaching</i></p>	<p>Example:</p> <p><i>Monthly</i></p> <p><i>Every 6 months</i></p> <p><i>Check-ins monthly with LIAs</i></p>		

<p>3. Identify areas of anticipated priority support you would like to receive from the DOHVE team to provide optimal support to local CQI teams.</p>				
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Notes:

D. Organizational Challenges

Describe organizational challenges, if any, that you feel may impact your CQI outcomes (e.g., competition between service agencies, inconsistent interpretations of regulations, fragmented delivery systems for families).

Challenge(s)	Possible Solutions	Is this an area you would like to request TA support? (yes or not right now)

2. CQI Mission

Clearly state the guiding mission of your organization’s CQI work to identify the overall change you want to see in your programs, such as “reach enrollment capacity” or “improve rates of screening for maternal depression.” Complete the table below to illustrate the rationale for your CQI mission.

	Evidence of Need for Improvement	
	Topic #1 (e.g., Enrollment)	Topic #2
1. Explain how you chose the topic(s) for improvement. For example, did you gather information from baseline data, self-assessment, surveys, or other formal methods to identify gaps in services?		
2. Did you include consumer input to identify areas that need improvement, and if so, how?		
3. How does your mission align with MIECHV priorities?		

3. Goals and Objectives, Changes to be Tested, Methods and Tools, Measurement and Data Collection

A. For each topic for improvement, complete the chart below.

<i>Example: Goal 1: Improvements in School Readiness and Achievement: Improve Rates of Developmental Surveillance</i>					
Objective(s)	Change(s) to be Tested, if Known	Method(s)/ Tool(s)	Measure	Data Collection	Data Review and Interpretation
<p>Example: <i>By December 2016, there will be a 20 percent increase in families asked at every home visit about their child's development, behavior, and learning.</i></p>	<p>Example: <i>Home visitors use Parent Evaluation of Developmental Status language to elicit parent feedback at every home visit: "Do you have any concerns about your child's learning, behavior, or development?..."</i></p> <p><i>A reminder sticker is placed on home visitor logs.</i></p> <p><i>Reminder: The changes tested can and should be adapted, adopted, or abandoned over time as testing and learning occur.</i></p>	<p>Example: <i>Teams will be supported to develop a key driver diagram delineating their theory of change and a subsequent change package.</i></p> <p><i>Teams will use PDSA cycles to test changes.</i></p>	<p>Example: <i>The percentage of home visits this month in which parents were asked if they had concerns regarding their child's development, behavior, or learning</i></p> <p><i>Numerator: Number of home visits this month in which parents were asked if they had concerns regarding their child's development, behavior, or learning</i></p> <p><i>Denominator: Number of home visits this month</i></p>	<p>How will local teams collect, store, and use the data required for each measure?</p> <p>What form will the data take?</p> <p>How will it be cleaned and analyzed?</p>	<p>Example: <i>LIAs report measures monthly using a formulated Excel template via an online portal.</i></p> <p><i>Collaborative data and small multiples are reviewed monthly through collaborative team calls.</i></p> <p><i>Strengths, barriers, and need for mid-course correction are discussed.</i></p> <p><i>Individual or group coaching is set up with teams that have unreliable or stagnant data or regression in their data.</i></p>

Tip: Remember to include SMART aims that indicate "how much, by when, and for whom."

B. Communication

Describe how you will regularly communicate your work throughout the organization.

Method	Frequency	Target Audience
Example: <i>Kickoff meetings or all-staff meetings</i>		
<i>Storyboards or posters displayed in common areas</i>		
<i>Sharing your organization's annual CQI plan evaluation</i>		

4. Grantee Monitoring and Assessment of Progress

Describe your method for routinely monitoring the progress and learning based on the implementation of the CQI plan.

Topic	SMART Aim	Successes	Lessons Learned
<i>Topic 1 (e.g., enrollment)</i>			
<i>Topic 2</i>			
<i>Topic 3</i>			
Upcoming CQI topics building on successes and lessons learned:			