

# Design Options for Home Visiting Evaluation

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## CQI BRIEF

### CQI Checklist: Next Steps for Action

October 2011

#### Introduction

The Federal guidelines<sup>1</sup> required Maternal, Infant and Early Childhood Home Visiting (MIECHV) Program grantees to include a plan for continuous quality improvement (CQI) in their Updated State Plans. The plan for CQI in the Updated State Plans requires grantees to assess their current data collection capacities with regard to collecting, summarizing, and utilizing findings to carry out CQI within the program. Moreover, the CQI plan should identify needs and areas in which CQI can be developed and incorporated into programs, as well as plan for the adoption and use of CQI tools and methods within the program.

Now that grantees have submitted CQI plans for their programs, the next step is to begin implementing these plans and integrate CQI processes into program operations. The purpose of this technical assistance document is to support MIECHV grantees by proposing a checklist for addressing the next steps for action. The following checklist may be used to guide agencies through the initial process of implementing CQI plans. These suggestions are intended to be a helpful tool; there is no requirement to follow this format. Nor is it essential that they be carried out in the order presented, as addressing them simultaneously will also yield good results.

#### CQI Checklist

- ✓ **Organizational Chart** - Create an organizational chart or structural outline for the reporting structure with sites and staff in your state, territory, or tribe. Articulate staff members who will be responsible for facilitating data collection and reporting at key points, such as who at the local and state levels will be primary contacts for CQI activities, who will prepare and receive reports, respond to data trends, etc. Creating the organizational chart is likely to be complicated, and as a result progression through this stage will reveal points of strength and vulnerability that can subsequently be addressed. Key participants at this stage may include the staff member at the state level designated to oversee CQI, regional and local administrators, and representative home visitors at local sites.
- ✓ **Process Map** - Create a process map diagram detailing the steps from data collection to reporting. A process map shows the different steps and decision points. As with the reporting structure, this too will likely yield divergent processes that can then be streamlined and supports put into place. Start with just a few measures; there is no need to do this with every aspect of the program. A few, however, will illuminate common issues that can be dealt with now.

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<sup>1</sup> The “Supplemental Information Request for the Submission of the Updated State Plan for a State Home Visiting Program” full report is available at url: <http://www.hrsa.gov/grants/manage/homevisiting/sir02082011.pdf>

- ✓ **Leverage Resources** - Identify other organizations in your state with CQI expertise. Center for Medicare and Medicaid Services (CMS) offices often have individuals with CQI training and experience. Identify the specific expertise they offer and how their resources and knowledge can be leveraged to promote the objectives of the CQI Plan. What can your organization learn from theirs? How can they help you conceptualize your CQI efforts?
- ✓ **Organizational Culture of Quality** - Develop a training plan to teach staff CQI goals and map out how a culture of quality throughout the organization will be fostered. Creating buy-in from all members of the team is crucial for generating CQI success. Training should involve all organizational levels and each person's role in the process should be clearly articulated.
- ✓ **CQI Reporting System** - As selection of the MIS system is finalized, think now about how these data will be integrated, how common reports will be constructed, and how the needs of CQI (real time data access, short time between reports, trend charts) will be met by such a system.
- ✓ **'Less is More'** - While a lot of data will be collected for program monitoring and benchmark reporting, CQI efforts will be most successful if they focus on a few key processes and outcomes. Stakeholders will need to be involved in the selection of these variables so as to maximize buy-in. Develop a plan for bringing together key stakeholders so that CQI efforts strategically focus on a few key measures that will provide valuable information.

Additional DOHVE TA resources are available at:  
[http://www.mdrc.org/dohve/dohve\\_resources.html](http://www.mdrc.org/dohve/dohve_resources.html)

For more information about addressing CQI issues for your program, please contact a DOHVE<sup>2</sup> TA team member at:

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<sup>2</sup> The purpose of the Design Options for Home Visiting Evaluation (DOHVE) is to provide research and evaluation support for the Maternal, Infant and Early Childhood Home Visiting (MIECHV) Program. The project is funded by the Administration for Children and Families in collaboration with the Health Resources and Services Administration.