Continuous Quality Improvement Toolkit
A Resource for Maternal, Infant, and Early Childhood Home Visiting Program Awardees

Module 3 Facilitation Guide: Creating the CQI Culture and Forming a Team

Purpose/Goals: The purpose of this training module is to help participants understand the importance of creating an agency culture that supports CQI and how to form a team to carry out CQI activities.

Time: About 40 minutes (20 minutes of content and 20 minutes of activities).

Format: This presentation is intended to be given in person but can also be delivered via webinar if necessary. We recommend that participants sit with their agency in small groups of four to six per table. Coaches should float between tables and connect with each agency team.

Equipment: An in-person training will require a laptop and projector to deliver this presentation. This training can also be conducted via Webinar and would require a Webinar service, laptop, and telephone.

Materials:

- PowerPoint slides — The notes section of the PowerPoint slides contains talking points to use during the presentation. A copy of the slides may also be provided to participants.
- *Resources for Partnering with Families* — This handout provides strategies and resources for partnering with families in CQI work. The talking points on Slide 21 refer to this handout.
- *Partnering with Families in Continuous Quality Improvement: The Maternal, Infant, and Early Childhood Home Visiting Program tipsheet* — This tipsheet provides information on the importance of partnering with families in CQI work and provides strategies and tips for doing so. The talking points on Slide 21 refer to this resource.
- *Forming a CQI Team* — This handout includes important elements for participants to consider when forming a CQI team. The notes on Slide 23 reference how to use this handout to help complete the CQI team development activity.

General Topics Covered:

- Creating an agency culture that supports CQI
- Forming a team to carry out CQI activities

Introduction to PowerPoint Activities and Participation. When the icon below appears, participants will be engaged.

Activity: CQI Team Development (Slide 23)

- **Introduction:** This activity will guide participants in identifying staff within their agency who may fit roles within the CQI team.
- **Time:** About 20 minutes.
- **Instructions:** Ask participants to break up into their agency teams. Using the *Forming a CQI Team* handout, the participants fill in the names of individuals from their agencies who may fit in each role. Remind them this is just an activity and placing a staff member in a role does not mean he/she agrees to the assignment. Ask participants to consider the following when identifying individuals:
  - Who are the most appropriate individuals to fit into each of the roles?
  - What are some of the activities each role performs on the team? How will he/she contribute?
  - Why is an individual qualified for the specific role?
  - Are there gaps in CQI capacity among team members?

  Blank spaces are included under team members for agencies to add other team members who may be a good fit for the CQI team. As teams consider individuals for each role, ask them to consider both the reasons why individuals would be a good fit for a role *and* the reasons why they may struggle. To help teams in identifying these capacity gaps, ask participants the following questions:
  - For each team member, what are some capacity gaps or reasons a team member may struggle in a role?
  - To what extent are team members familiar with CQI principles? Is the group level of capacity foundational, or more advanced?
  - Does every team member have previous CQI experience?
  - Are there any roles for which you have no qualified individuals?
    - If so, which ones? Why do you think you do not have an individual who meets the required capacity needs? How might you be able to fill that role?