

Continuous Quality Improvement Toolkit

A Resource for Maternal, Infant, and Early Childhood Home Visiting Program Awardees

Module 8 Facilitation Guide: CQI Tools III—Key Driver Diagrams

Purpose/Goals: The purpose of this training module is to learn how to create a Key Driver Diagram and use the diagram to identify change strategies to test.

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, which 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.
- *Key Driver Diagram* Handout — This handout describes creating a Key Driver Diagram to identify drivers that influence the identified SMART aim and to identify change strategies to test what may impact the drivers. An example of a Key Driver Diagram is provided for participants to capture their ideas. The notes on Slides 20 and 21 refer to this handout.

General Topics Covered:

- Key Driver Diagrams basics
- How Key Driver Diagrams are used in CQI
- How to create Key Driver Diagrams

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



Participation: Key Driver Diagram (Slides 20 and 21)

- **Introduction:** This activity gives participants an opportunity to create a Key Driver Diagram. Participants will identify a SMART aim and link it to primary drivers and change strategies to test.
- **Time:** About 20 minutes.
- **Instructions:** Ask participants to break up into agency teams to complete a group activity. Pass out the *Key Driver Diagram* handout and walk through the instructions presented in the talking points on Slide 20. Review the tips and best practices for developing the Key Driver Diagram again (e.g., use neutral language to develop key drivers, engage subject matter experts to identify potential change strategies, and select evidence-based change strategies where possible). Encourage teams to use the Brainstorming or 5 Whys techniques to identify key drivers. Suggest that teams consider which change strategy they would like to test, and provide a rationale for the selection.
- **Debrief:** After the groups complete the Key Driver Diagram, bring them back together and lead the entire group through the debriefing questions on Slide 21.
 - Which subject matter experts could teams include in the development of the Key Driver Diagram?
 - What resources could teams use to research evidence-based change strategies?
 - What was the most challenging part of developing the Key Driver Diagram?
 - What change strategy will the team test? Provide a rationale for how the change strategy will influence the outcome.