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| **CQI TEAM PLAN****Updated at a minimum annually**  |
| **Agency:**  |  | **Date:**  |  |
| **Version:**  |  |  |
| **Team Members** | **Role(s)** |
| **Team Leader:**  | **Role(s):**  |
|  | •  |
| **Team Scribe:** | **Role(s):** |
|  | •  |
| **Home Visiting Client(s):** | **Role(s):**  |
|  | •  |
| **Additional Team Members:** | **Role(s):**  |
|  | •  |
| **Describe what extent home visiting clients are included in CQI teams:** |
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| **CQI team meeting frequency:**  |
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| **Team communication plan (who, how, and when):** |
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| **Describe what extent management supports direct involvement in CQI activities:** |
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| **CQI trainings – What CQI trainings has your agency completed:**  |
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| **CQI trainings - What are the CQI trainings desired and the target population:** |
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| **Describe how CQI projects are identified, prioritized, staffed, and initiated within the agency:** |
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| **Describe data systems available and how data is collected and stored at the agency level for CQI purposes:**  |
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| **Summarize the financial support for CQI, including allocation of resources and staff time at the agency level:** |
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| **What are you doing to sustain the gains from your previous CQI project(s) (e.g., integrating new processes into staff training, updating agency protocols, ongoing monitoring of data, etc.)?** |
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| **To what extent, if any, did you spread the lessons learned from your previous CQI projects? Please share any resources electronically that were used to circulate results:** |
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**The following continuum can help you assess your agency or organization’s current CQI capacity, with higher stages indicating greater CQI capacity. For each stage listed below, check all elements that apply, and rate your organization on a scale of 1 to 3 with:**

*1 – No or few elements currently in place;*

*2 – Most elements currently in place; or*

*3 – All elements currently in place.*

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| ***STAGE 1: Basic Data Collection and Report Usage*** |
| A culture of quality exists in the organization whereby data are valued and striving for process improvement and optimal outcomes is a shared vision of all members including both front-line staff and management. |  |
| Data collection is sufficient to document benchmarks and facilitate CQI. |  |
| Management Information Systems (MIS) are sufficient to allow for collection and storage of required performance measures. |  |
| Reports are produced on a regular basis and reflect important aspects of service provision (processes) and outcomes. |  |
| Reports are used by key stakeholders to track performance and outcomes. |  |
| Staff are trained in the basic concepts of quality improvement. |  |

\*Adapted from Design Options for Home Visiting Evaluation, *Suggested Guidelines for Continuous Quality Improvement for MIECHV Grantees,* June 2011.

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| ***STAGE 2: More Advanced Reporting and Systematic Improvement Efforts*** |
| Data collection is expanded to cover a wider range of outcomes and service delivery elements.  |  |
| MIS are larger, more flexible, and serve multiple purposes.  |  |
| Reports are produced on a regular basis and are used to inform decisions at all levels of the organization.  |  |
| Deep understanding of processes and outcomes is achieved through systematic inquiry.  |  |
| New strategies and approaches are systematically tested and evaluated.  |  |
| Effective strategies and approaches are disseminated throughout the organization and monitored.  |  |
| Staff receive ongoing training and coaching.  |  |

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| ***STAGE 3: Additional elements of quality improvement are integral to day to day work, such as critical incident monitoring*** |
| Dedicated professional CQI staff are part of the team.  |  |
| Experimental tests of change are implemented.  |  |
| Constant efforts to accelerate improvement.  |  |
| Home visiting families are engaged in CQI efforts.  |  |
| Regular opportunities exist for peer-to-peer learning.  |  |

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| **Agency CQI Capacity**  |
| **Review your self-reported ratings above. What does this tell you about your agency’s CQI capacity or capabilities? What areas do you note need improvement? Where do you see your agency’s strengths?**  |  |