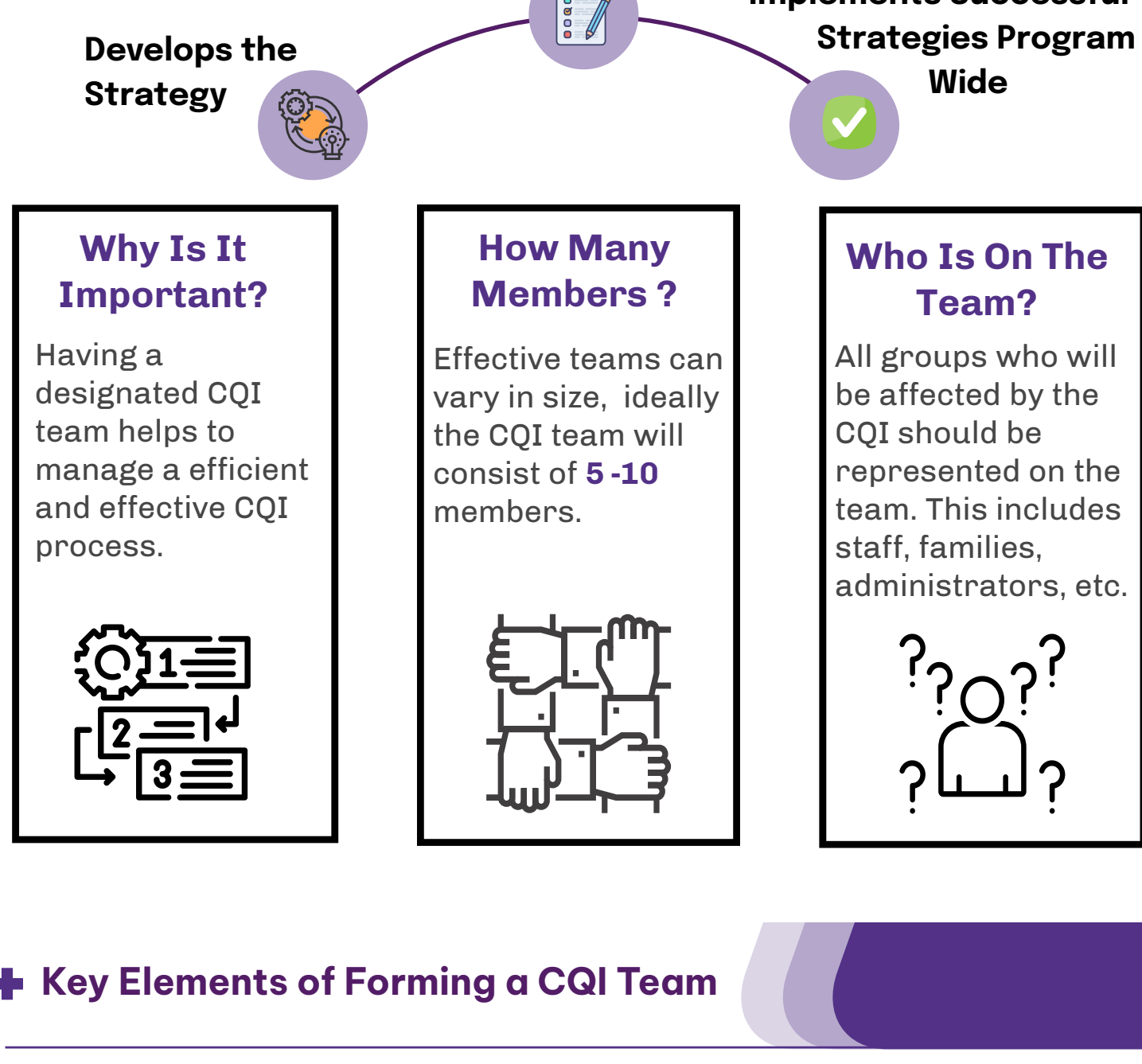


Developing a Continuous Quality Improvement (CQI) Team

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Introduces the basic purpose of a CQI team and what a CQI team looks like.
- 2. Key Elements of Developing a CQI Team**
Provides the core questions that should be asked when beginning CQI team development.
- 3. CQI Team Roles and Expectations**
Outlines each CQI team member role and the responsibilities related to the different roles.
- 4. Partnering with Families**
Describes different elements programs should consider when partnering with families in the context of CQI projects.

+ What does a CQI Team do?



+ Key Elements of Forming a CQI Team



+ CQI Team Roles and Expectations

<p>Sponsor Usually has the most authority over the CQI team, often filled by program or agency-level leadership. Responsibilities:</p> <ul style="list-style-type: none"> • Setting aside time for CQI activities. • Offer support to team as needed. • Determine how often the team will meet. • Build outside relationships to help move project forward. 	<p>Subject Matter Expert/ Lived Experience Individual(s) that has expertise on the issue which the CQI project is working to improve or those with lived experience. Responsibilities:</p> <ul style="list-style-type: none"> • Helps to address the issue based on expertise / experience.
<p>Champion Team member who consistently encourages participation in the CQI process. Responsibilities:</p> <ul style="list-style-type: none"> • Keeps morale up • Attends relevant trainings • Fosters new ideas • Shares team efforts and achievements with outside parties. 	<p>Facilitator Individual(s) who prepare meeting agendas and keep meetings on track. Responsibilities:</p> <ul style="list-style-type: none"> • Encourage all team members to participate. • Provide status updates for all complete, ongoing, and future tasks.
<p>Data Liaison Member(s) of the team who work with program data relevant to the CQI project. Responsibilities:</p> <ul style="list-style-type: none"> • Gathers data (through email, surveys, interviews, focus groups, MIS reports). • Analyzes data for team. • Certifies assumptions made based on data are accurate. 	<p>Scribe Team member responsible for keeping meeting minutes and making these available to all members of team. Responsibilities:</p> <ul style="list-style-type: none"> • Taking meeting notes • Sharing meeting notes

Note: Some CQI Team roles might be filled by the same person, more than one person or on a rotating basis (i.e. scribe or facilitator).

+ Partnering with Families

Early Efforts

Focus Groups

Surveys

Targeted Communication

Pros

- Typically these methods are relatively easy, fast, and convenient ways to gain insight into family perspective and learn from participant experiences.
- This is also a good way to get families interested and involved with a project.

Cons

- These methods are short-term activities, rather than a prolonged partnership.
- Information only shared in one direction.
- These methods can be biased, families are only asked to reflect on questions/ topics program representatives have deemed relevant.

+ Partnering with Families

How can you successfully engage family partners to join your team...



+ Partnering with Families

Tips for Including Family Partners on CQI Teams

- Strength In Numbers**
Try to include at least two family partners on the CQI team. Providing "strength in numbers" gives partners confidence to share their opinions and concerns.
- Flexible Meeting Schedules**
Prioritizing family schedules when setting meeting times and choosing meeting locations to make participation manageable for family partners.
- Create Safety**
The addition of family participants to a CQI Team may feel uncomfortable at first. The group should work to establish shared expectations about group interactions and continually review them. This helps safeguard family and worker relationships and fosters an environment where all group members feel their voice is valued and heard.
- Incentivize Participation**
Sometimes incentivizing participation (treats, gift cards, small prizes) can encourage families to join the group initially!