Overview of CQI Process

What is CQI?

Programs routinely identify aspects about service delivery that they wish to improve. One of the best ways to do this is through continuous quality improvement (CQI). CQI is a step-by-step approach that allows programs to identify an issue they wish to improve and through data collection and analysis can achieve a desired result

This toolkit will provide an overview of the CQI process with the following sections providing more details on what occurs within each component. The basic CQI process can be broken down into four components, with each component having smaller steps within each one.

The Four Components of the CQI Process

1. FORM A CQI TEAM

- The CQI team develops the strategy, tests whether the strategy worked as intended, and might implement the strategy program wide.
- Effective teams can vary in size with the ideal team usually consisting of 5 to 10 members.
- Additionally, a CQI team needs to be represented by all groups who will be affected by the CQI goal (Agency Supervisor, Supervisors, Home Visitors, Data Analysts, and families served by the program).

2. IDENTIFY IMPROVMENT AREAS

- Several factors should be considered by a CQI team when identifying a topic.
- Teams need to select a topic based on a review of the data. This will also help establish a baseline to determine whether improvement occurred after the project is finished.
- Teams need to align the project with the strategic vision of the agency
- The goals of the project must be clear and feasible
- Finally, the team should know how the project will benefit the families they are serving.

3. PLAN TO-DO-STUDY-ACT

- The third process in a CQI project is developing a PDSA cycle, which are four initial steps to achieve the goal of the change plan.
  - Plan- Develop a strategy based on the root causes of the issue.
  - Do – Implement the strategies of the plan for a set period.
  - Study – Study the results based on the collected data.
  - Act – Once the is complete the CQI team will determine the course of action to take based on their results.

4. LESSONS LEARNED

- Once results are collected and evaluated, the CQI team determines if the change strategy was successful.
  - If successful, the CQI team could implement the change strategy program wide.
  - If the change strategy was not successful, but changes can be made to create a successful change strategy, the CQI team should adapt it.
  - If there is no way that changes can be made to fix the change strategy the CQI team should abandon it.