

Continuous Quality Improvement Worksheet for Social Service and Public Health Managers

This worksheet is intended stimulate and guide social service and public health managers in the continuous quality improvement (CQI) process. It is not intended to be a step-by-step manual or protocol, rather a reminder list of some to the important things to consider when implementing a CQI process in your organization.

The Manager

Have you identified an agency problem that is central to the agency's mission?

Can you state the problem in objective measurable terms?

Have you identified key stakeholders inside and outside the agency to serve on you CQI team?

List them:

- | | |
|----|-----|
| 1. | 6. |
| 2. | 7. |
| 3. | 8. |
| 4. | 9. |
| 5. | 10. |

Star (*) those who will be your CQI champions or team leaders.

What resource will your team need?

Have you secured these resources for your CQI team?

The CQI Team

Choosing a CQI model

Which CQI model does the team think will work best with this problem?

Which CQI model will work best given the time and the resources the agency has available?

Does the team understand the model?

Understanding the Problem

What information and or data does the team need to understand the problem?

Does the team need to construct a flow chart, failure effects model and analysis or a cause-and-effect chart?

Does the team need to do a window survey, walk through, or observation?

How should the data be organized, analyzed, interpreted and displayed?

With whom should the data be shared?

What does the data tell the team about the problem?

The Solution

Has the team identified a solution?

Is the solution a process improvement or a totally new process?

Has the team developed measurable output and outcomes for the solution?

Has the team developed an implementation flow chart and time table?

Does the team have the resources to implement the solution?

Has the team allowed enough time for the solution to have a measurable effect?

What data will be gathered to measure the impact of the solution?

How will the data be organized, analyzed, interpreted and displayed?

Evaluating the Solution

What does the data show?

Did the solution have the desired effect?

Have outputs and outcomes been improved?

What are the lessons learned from this CQI activity?

Should the solution be implemented in a larger way?

Should parts of the solution be implemented?

What else needs to be improved?

How should the CQI process be continued?