

## Data-Driven Continuous Quality Improvement Process Model

### Model Components

- **Communication & Engagement:** regular dissemination & discussion of data, email communication, and visual displays.
  - *Develop Trusting Relationships: between QI team, Exec Team, Direct Service & Support staff.*
  - *Open & Productive Communication: requires accessible content, trust, mutual respect, and safe spaces for discussion.*
  - *Engagement of Stakeholders: can be internal and/or external agents, i.e.; agency staff, advisory boards, organizational partners.*
- **Investment & Messaging:** cast as wide a net as possible, keep participants coming back while working to engage others.
  - *Engagement of Stakeholders: use clear and consistent messaging to amplify engagement.*
  - *Accessibility of Data, Measures, and Findings: meet participants where they are, simplify constructs as much as possible, educate.*
  - *Increase Stakeholder Investment: continuity of process and open communication are key.*
- **Analysis & Feedback:** share data & discuss results. As staff have their voices heard, change occurs organically.
  - *Increase Stakeholder Investment: be sure to convey how their participation helps the process evolve.*
  - *Use Data to Inform Policy, Practice, and Performance: not only performance data, but discussion feedback also used to inform decision making in these areas, create action plans.*
  - *Improve Outcomes for Children: change may take time, but results should be tangible and equitable.*
- **Performance & Outcomes:** employ measures that ensure individual & collective performance is assessed.
  - *Improve Outcomes for Children: the intended result of this process; if not occurring, re-evaluate process.*
  - *Increase Collaboration: reach out across devised borders, include the voices of subject matter experts (SMEs) when able.*
  - *Shared Ownership of Collaboration: co-facilitators should be invested in their role as change-makers.*
- **Practice & Sustainability:** ongoing collaboration and process improvement will result in increased buy-in.
  - *Shared Ownership of Collaboration: if this is ongoing, it will result in process improvement.*
  - *Evolve Ongoing Process & Response: even the cycle requires ongoing evaluation and modification to build/increase capacity.*
  - *Develop Trusting Relationships: acknowledge and correct errors and shortcomings to grow trust.*

## Application of Process Model

### The LOOP

The LOOP is a bi-monthly data dissemination, discussion, and feedback project developed and undertaken by QI staff that endeavors to share data on agency practice and performance using a combination of existing state and federal measures along with specially developed measures to examine the child welfare outcomes of children served by the agency. The objectives of this project are: to increase staff engagement in and ownership of the performance feedback loop, to raise staff awareness of agency performance with specific regard to race equity, and to improve performance through collective understanding and intentional action. Participation in The LOOP is open to all agency staff. Findings shared through data visuals and presentation are discussed by participants with the guidance of subject matter experts (SMEs). Common themes spanning individual practice, attitudes, ownership, and solutions are noted in detail and shared with agency leadership, guiding future plans for deliberate action.

### Considerations

- 1 PROCESS HAS NO TRUE BEGINNING OR ENDING POINT - START WHERE YOU ARE, WITH WHAT YOU ALREADY HAVE.
- 2 CONSIDERATION IS NEEDED TO MAKE DATA ACCESSIBLE — ENSURE THAT UNDERSTANDING OF DATA/CONCEPTS IS EQUITABLE.
- 3 BE OPEN TO CHANGE — MODIFY AND ADAPT PROCESS AS NEEDED. EVOLUTION IS NATURAL AND CAN LEAD TO INCREASED CAPACITY.
- 4 PLAN FOR A MARATHON, NOT A SPRINT — PROBLEMS CREATED OVER TIME CANNOT BE SOLVED FROM AN IMMEDIACY MINDSET.
- 5 EXPECT THE UNEXPECTED — DON'T ALLOW ASSUMPTIONS OR PREVIOUSLY HELD BELIEFS TO PERVADE OR UNDULY INFLUENCE.

A. Focused  
on Process

B. Recognizes  
Internal & External  
Customers

C. Requires  
Objective Data

D. Serial  
Experimentation

