

Performance and Quality Improvement (PQI) Survey
Possible Questions to Assess Your CQI or PQI Process
(this is a work in progress, but will hopefully give you some ideas!)

The Performance and Quality Improvement (PQI) department wants to better understand how effectively it serves Lawrence Hall and the children, youth and families it serves. Please help by answering the following questions:

PQI

1. Please tell me how you are connected to the Performance and Quality Improvement (PQI) process at Lawrence Hall. 3 answer choices: PQI Leader, have served on a PQI team, or have never served on a PQI team (add new employee under 90 days?).

Knowledge

Scale: High, Average, Low

2. How would you rate your knowledge of the Performance and Quality Improvement process?
3. How would you rate your understanding about how the PQI department supports the larger goals of the agency?

Effectiveness

Scale: Yes, No, I Don't Know

4. To your knowledge does PQI support the larger goals of your program or department?
5. To your knowledge, is PQI effective in improving best practices in serving children, youth and families?
6. To your knowledge, does PQI influence positive change throughout the agency?
7. Does PQI help LH achieve positive outcomes for the children, youth, and families it serves?
8. Please list some of the benefits you have seen (to clients, staff, or the agency) as a result of using the PQI process at LH. Open-ended

Communication

Scale: High, Average, Low

1. How would you rate the PQI Annual Outcomes Report (attached to email) (i.e. the information included, ease of understanding the data, the report design)?
2. How would you rate that your supervisor reviewed the FY 2023 PQI Annual Outcomes report with you and your team? (???)
3. How would you rate that your supervisor informs you of PQI updates, outcome data and improvement plans on a monthly basis?
4. How would you rate that you regularly utilize the PQI SharePoint Site to find PQI data, forms, reports and action plans? Update
5. Please include suggestions on how to improve the PQI Annual Outcomes Report, the intranet site, and other communications from the PQI department. Open-ended
6. Please let the PQI department know what kind of reports you would like to see from them in the future and how you would like to receive them (email, hard copy, intranet). Open-ended

Training

1. How would you rate PQI training (orientation, group or 1:1, formal or informal) that you have received during your time at LH? High, Average, Low
2. Please check the trainings that you would like to see the PQI Department offer in the future:
Options: Continuous Quality Improvement 101: Definition and Components of a CQI System, Theory of Change/Logic Models, Building Effective PQI Teams, Establishing Key Performance Indicators, Data Collection and Management, Aggregating and Analyzing Data, Using Data, Data Visualization and Communication, Excel Basics for Tracking Data, Choose all that apply.
3. Please include suggestions for how we can improve orientation and training in PQI. Open-ended

Satisfaction

1. Overall, how satisfied are you with PQI process at LH? 3 point scale: High Satisfaction, Average Satisfaction, Low Satisfaction
2. What is the one area where you would like to see the PQI process improved? Open-ended
3. What is the one area where you believe the PQI process is most successful? Open-ended
4. If you would like a more active role in the PQI process at LH, please add your name and department here. (OPTIONAL) Open-ended

Brainstorm for new/additional questions:

Employees use data to inform their decision making.

Leadership, Managers and supervisors use data to inform their decision making.

Employees are encouraged to take the lead in initiating change or in trying something different.

PQI meetings are well facilitated.

The integration of data activities into our work has enhanced the quality of decision making.

PQI helps us provide better programs, processes, services, etc.

Rate your comfort with reading, tracking, using, sharing data.

Do you use data to make program decisions?

Why do you collect data? For Melissa, for funders, to improve programs

Is your data externally driven?

How do you share data with all staff in your program?

Do you feel like you turn your data into stories?

What department do you work in?

How long have you worked at LH?