

How Do You Do CQI?

CQI Teams and Structures

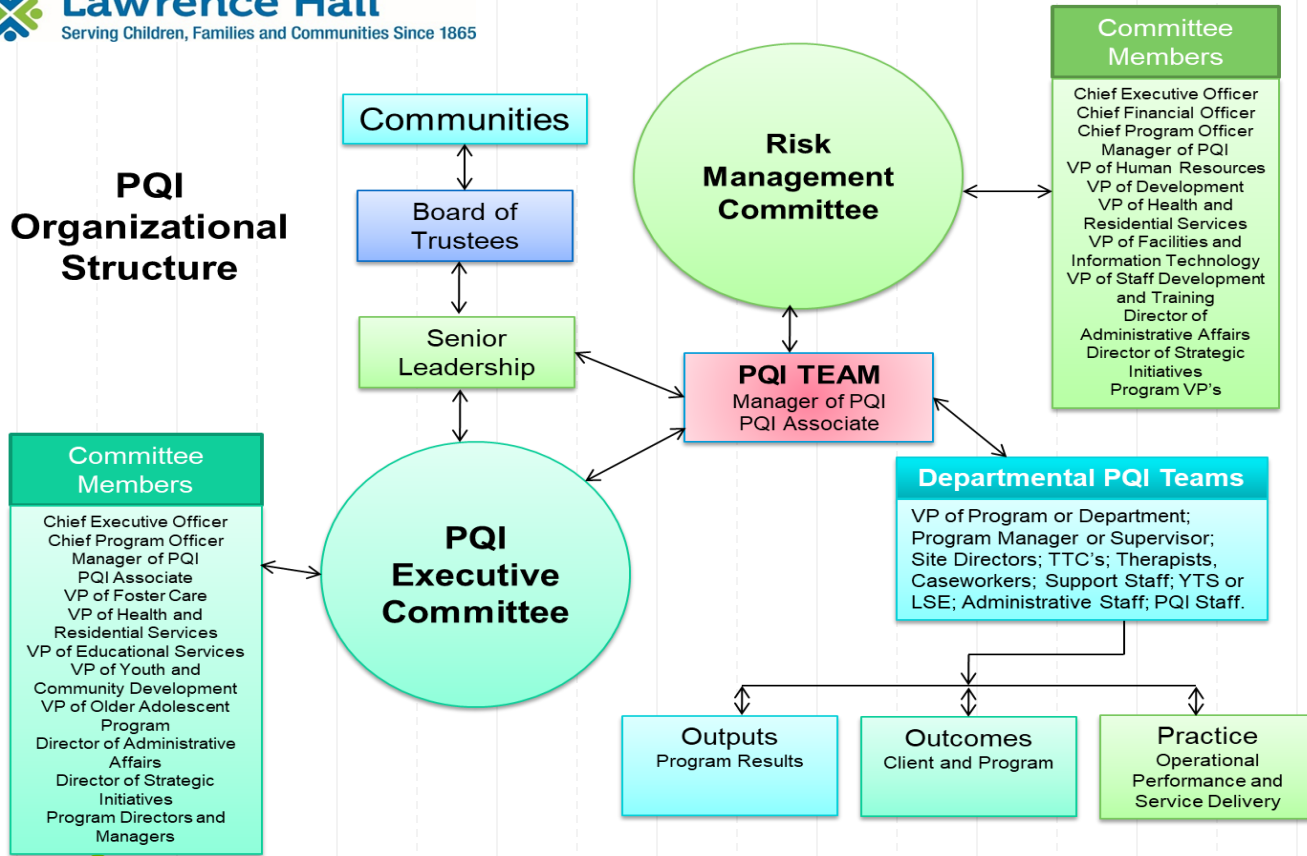
Lawrence Hall

What is the PQI structure at LH?

- We use goal-driven quality teams made up of staff from all levels.
- All programs and departments are involved in the PQI process.
- PQI Teams meet regularly to develop and review performance measures, discuss insights from the data, and develop improvement plans.



PQI Organizational Structure



Program PQI Teams

- The teams develop, measure, analyze and review the results of PQI indicators, plan for additional PQI activities, discuss feedback from the PQI Executive Committee, and discuss other issues that impact program performance and quality.
- PQI Teams include the following programs: Foster Care, Older Adolescent Program, Residential Services, Therapeutic Day School, Creative Therapies, and the Youth and Community Development programs (Workforce Development and Community Wellness).
- The program's PQI Teams meet monthly. The PQI Team partners with program leadership to facilitate the meetings.



VP

- Promoting a learning and data culture within the team
 - Schedule PQI Meetings
 - Outline agenda according to improvement plan & related data
 - Oversee data entry processes
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Department PQI Team

- Attend PQI meetings
 - Input data into systems and trackers
 - Review the data and provide information and insights
 - Identify problems or goals and assist in the improvement cycle
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PQI Team *Melissa & Ariel*

- Attend and facilitate data discussions with PQI teams
- Advise on defining data measures and data collection methods
- Spot check data during collection
- Analyze, evaluate, and summarize data

Department PQI Team

Plan:

Identify problem, goal or something you want to measure

Do:

Continue work, implement new process and collect data

Together

Plan:

- Add or change process
- Method to collect data
- Identify measurements

Study:

Review data, identify issues, clarify, clean

Act:

Review data summary and identify next plan

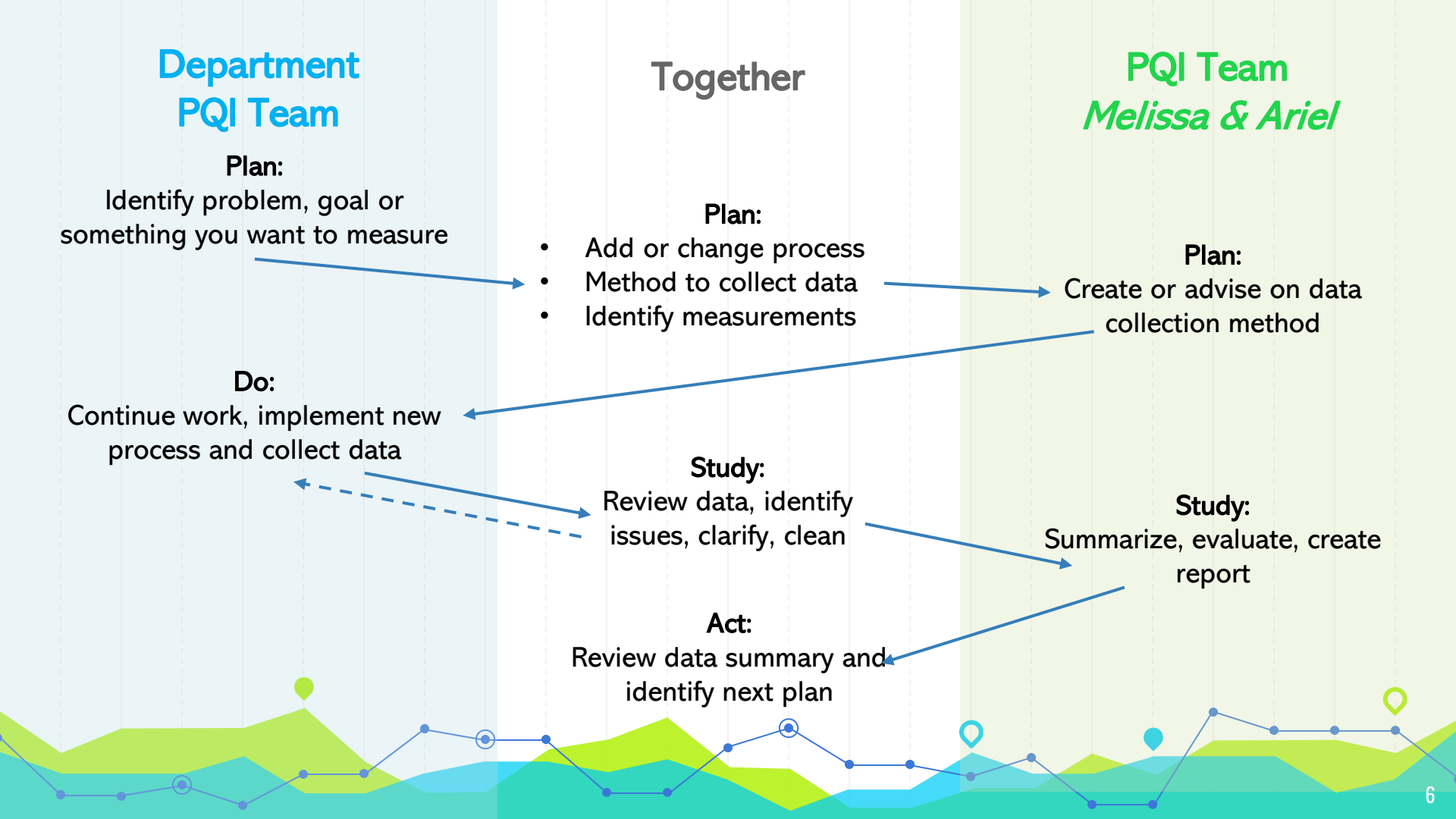
PQI Team *Melissa & Ariel*

Plan:

Create or advise on data collection method

Study:

Summarize, evaluate, create report



PQI Executive Committee

- Serving on the committee: **PQI Team, Chief Program Officer, Program VP's and Program Supervisors and Managers.**
- Promotes a culture that promotes excellence and continual improvement.
- Meets every quarter to review, plan and discuss agency performance activities as related to youth and family outcomes: Safety, Stability, Physical Well-Being, Social and Emotional Well-Being, Education, Life Skills, Workforce Development, Community Wellness and Family Engagement.



Risk Management Committee

- Serving on the committee: **CEO, CFO, CPO, VP of Facilities and IT, VP of HR, VP of Training and Staff Development, VP of Development, Dir. of Strategic Initiatives, Manager of PQI, and Program VP's.**
- Supervises the management and coordination of risk management activities throughout the agency and meets quarterly to review, plan, and discuss agency risk and safety issues.
- Committee members track data in financial, safety, employee relations, information management, and public relations areas using the Risk Management Dashboard.



The Role of the PQI Team

- **2 Staff: Manager of PQI and PQI Associate**
- Works closely with all PQI teams and committees to provide leadership, technical assistance, facilitation, planning and support for all quality improvement activities.
- Provides capacity building in reading, using and communicating data.
- Researches current practices in the field to ensure the agency is up to date.
- Implements new PQI programs, procedures, technology and reporting so the PQI program is current.
- Ensure that PQI activities, documentation and reports are completed accurately, in a timely manner, and are of the highest quality. (internal)
- Ensure that the PQI program and each department conform to standards and regulations set by licensing and accrediting bodies. (external)



Contact Me

Melissa Curtis

Manager of Performance and Quality Improvement

Email: mcurtis@lawrencehall.org



Questions?



Thank You!