

CQI CONFERENCE 2022: NURTURING YOUR CQI GARDEN



Building Your CQI Garden

Opening Presentation



CQI CONFERENCE

2022: NURTURING YOUR CQI GARDEN



Presenters



Melissa Curtis, Lawrence Hall, Chicago, IL, 23 Years in CQI

Kristina Slacum Jones, Thresholds, Chicago, IL, 10 Years in CQI

Melissa Villegas, Jewish United Fund, Chicago, IL, 13 Years in CQI





PLANTING SEEDS

Prepping your foundation for an effective CQI process

Developing and implementing policies, procedures, framework, roles and responsibilities in order to facilitate an overall CQI Process.





“It will never rain roses: when we want to have more roses, we must plant more trees.”

-George Eliot



PLANTING SEEDS

Fostering a culture of organizational learning



- Who are your champions/people with interest already?
- Where are your strong relationships – your alliances?
- Start with the few – highlight the small maybe unintentional successes
- Focus on benefits for each staff group





PLANTING SEEDS

Developing your CQI philosophy & structure

- What does overall facilitation of this process look like?
- What documents?
- What tracking systems/technology?
- Where will this information live?
- Frequency of review and follow up?
- To whom will information be disseminated? How? When?





PLANTING SEEDS



Identifying roles to continue planting seeds

- Who does what?
- What strengths and areas of interest do we have?
- What relationships and connections do we have?





PLANTING SEEDS

Tools for planting

- CQI Plan
- Ice breakers/relationship building
- Focus Groups
- Survey





BEFORE WE CAN STOP AND SMELL THE ROSES

WE NEED TIME TO STOP AND PLANT THE FREAKIN ROSES



CULTIVATING THE SYSTEM

Once the planting has finished, we need to maintain our garden. If we don't water it, if we don't ensure the soil has enough nutrients, if we don't take out the weeds, our plants could perish.





“My green thumb came only as a result of the mistakes I made while learning to see things from the plant’s point of view.”

– H. Fred Dale

BUT LET'S FACE IT CQI COMMUNITY...



SOME PEOPLE DON'T HAVE A GREEN THUMB



CULTIVATING THE SYSTEM

Building the capacity of staff involved in CQI

- Using any available opportunity to teach and reteach CQI language
- Offering capacity building opportunities (be creative!)
- Defining and promoting **data literacy**





DEFINING DATA LITERACY

“Data literacy is the ability to read, work with, analyze and communicate with data.

It's a skill that empowers all levels of workers to ask the right questions of data, build knowledge, make decisions, and communicate meaning to others.”



CULTIVATING THE SYSTEM

Developing performance measurement plans

- What data is already available?
- Create standardized measurement tools
- Focus on **HOW** data will be collected



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Focus on HOW data will be collected

Spend time determining the following:



- Measure
- Data Required
- Source
- Frequency
- Responsibility
- Eligibility



CULTIVATING THE SYSTEM

Promoting data accessibility

- Become skilled in data visualization
- Eliminate basic access issues
- Make data more easily discoverable





Make data accessible and discoverable

Create a CQI SharePoint Site

Libraries:

- Data Reports Library
- CQI Annual Data Reports
- Program Logic Models
- CQI Forms and Policies
- Survey Results
- Meeting Minutes
- CQI Trainings and Resources



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HARVESTING

Reaping the benefits

“I grew up on a farm. We learned there was a season to plant, a season to water, and season to harvest. The planting and watering could be laborious, but without those stages there would never be a harvest.”

-John Wooden





What does it mean to harvest?

- Telling the story about progress toward positive outcomes
- Building sustainability into the CQI process
- Sustaining positive gains
- Sharing results with constituents and communities
- Making evidence-driven decisions
- Using CQI to make a positive and equitable impact



HARVESTING OUR SHARED RESOURCES

Lessons and Tools from
6 Years of CQI Conferences
[https://cqi.cfrc.illinois.edu/
con_materials.php](https://cqi.cfrc.illinois.edu/con_materials.php)

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2017: Telling a Story with Data (Ann Emery, Emery Analytics)

2019: Transform Spreadsheets into Stories with Data Visualization (Ann Emery, Emery Analytics)

- Guide to great graphs – choosing the right chart
- A pie should never have more than 3 slices
- Declutter
- Put your key takeaway in the title and text of your chart
- Good data viz takes time – but it's worth it!

2018: The Four Most Important Competencies for Being Data-Driven (Brad Kolar, Avail Advisors)

- 1:1:1 Rule (1 idea per sentence, 1 theme per paragraph, 1 decision per presentation)
- The “Five Second Rule”: Can your chart, slides, etc. be understood in 5 seconds or less?

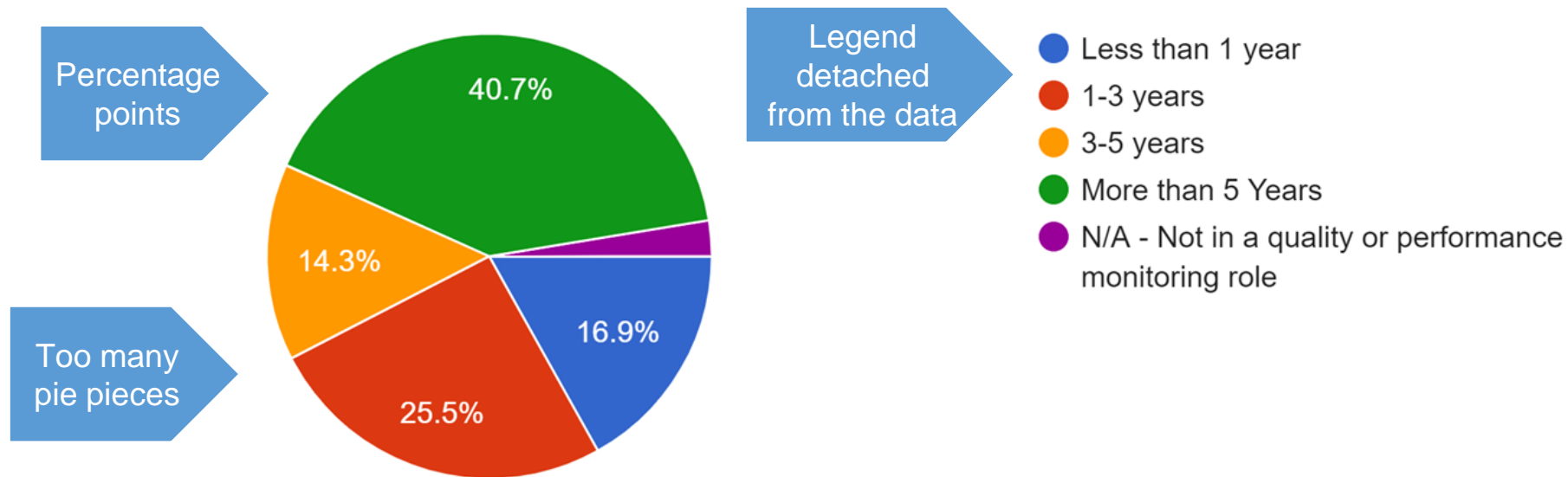
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Google Forms Chart

How many years of experience do you have working in CQI or a quality or performance monitoring role?

231 responses



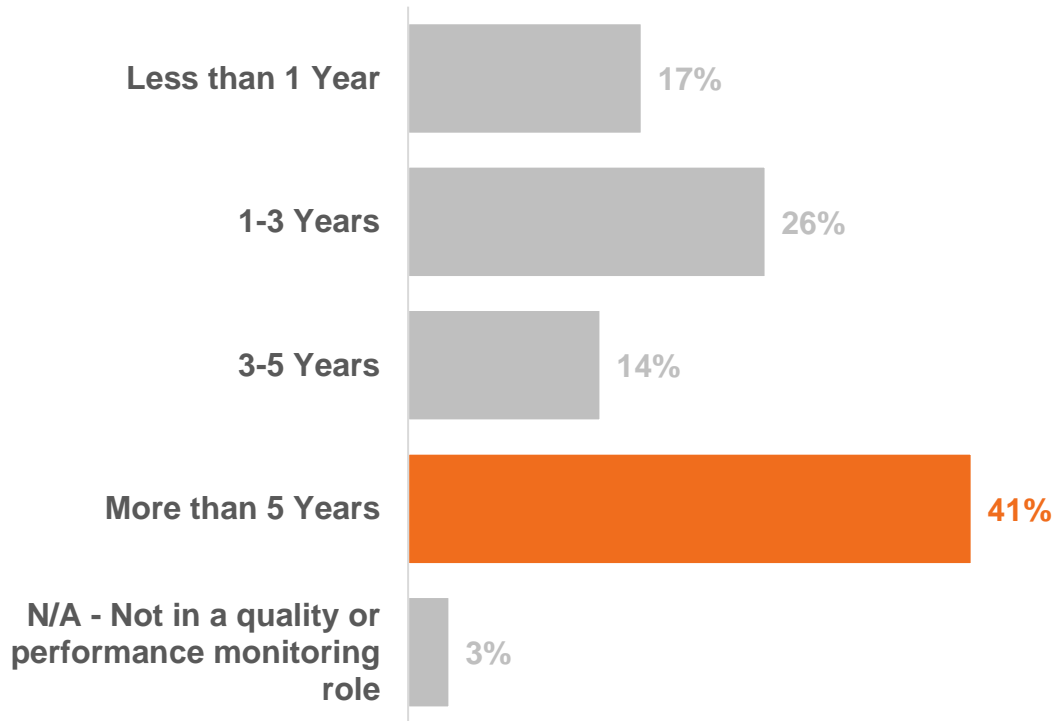
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Let's try to fix the Chart...

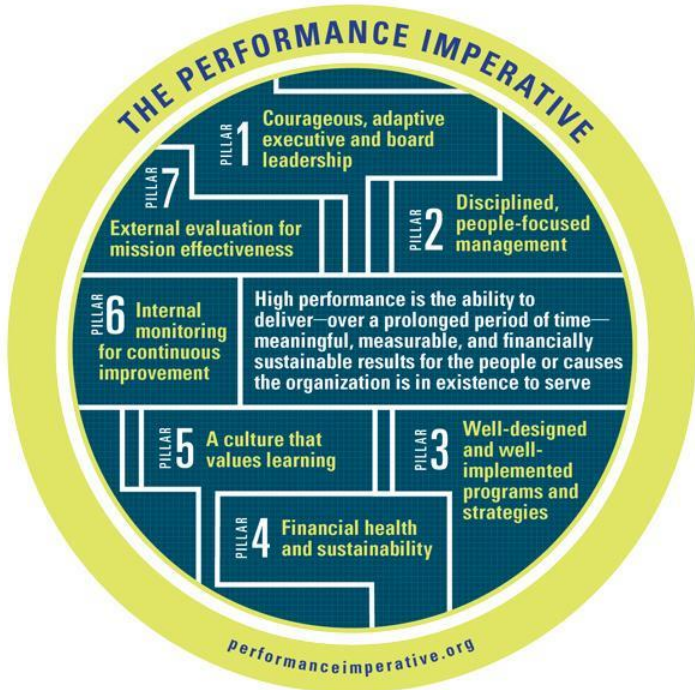
The largest group attending the conference have more than 5 years of experience in quality improvement.



Data for Decision-Making:
If you were on the Conference planning committee and this is how the data were presented to you – how would you structure the conference?



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2016: Building a Learning Culture
(Debra Natenshon, DBN and Associates, L3C)
The Performance Imperative
(<https://www.leapambassadors.org/continuous-improvement/>)

2021: How Not to Use Data Like a Racist, Sexist, Homophobe (etc.).
(Heather Krause, We All Count)

Data Equity Framework (<https://weallcount.com/the-data-process/>)

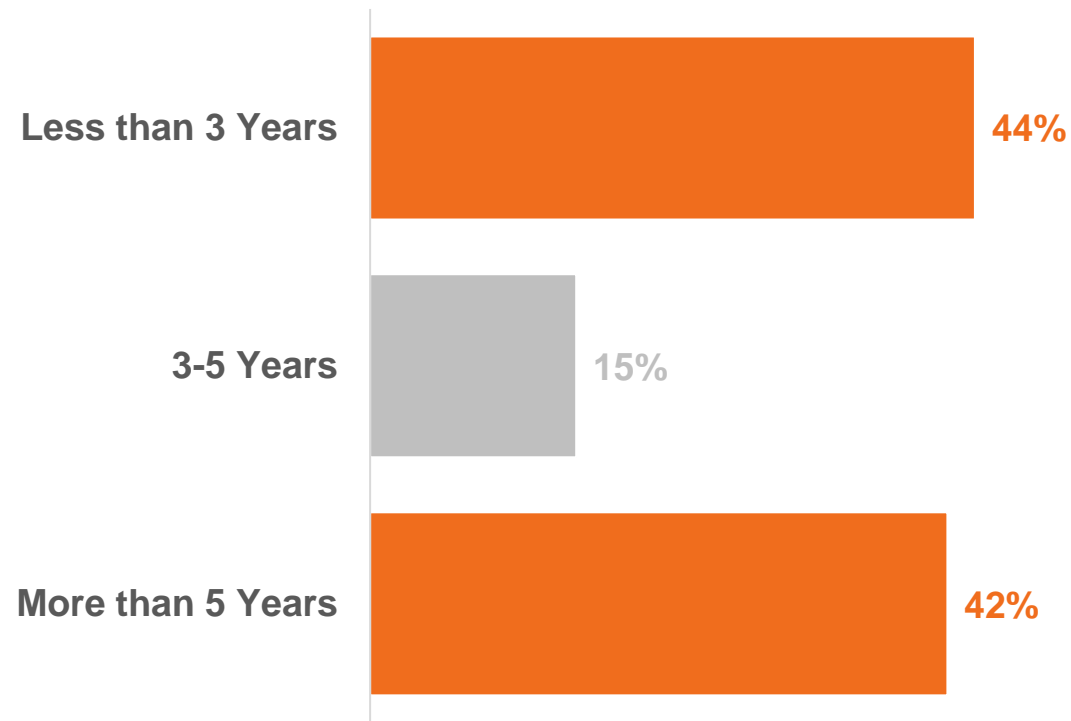
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Your choices matter – same data, different choices.

Conference attendees are just as likely to be newer to the quality improvement field (<3 years) as they are to be experts (>5 years experience).



Data for Decision-Making:

If you were on the Conference planning committee and this is how the data were presented to you – how would you now structure the conference?

*Less than 1 year and 1-3 years grouped together.

*N/As excluded from the chart.



What we plant in the soil of
contemplation, we shall reap in the
harvest of action.
-Meister Eckhart





BUILDING A COMMUNITY GARDEN

Even though you're managing your small plot of land – or your small corner of the CQI world– you are still part of a community. It's important to be a helpful member of the community and do your part. Even though you probably have your head down creating your CQI reports, you still are part of a larger community that can benefit from your knowledge and experience. **Help a fellow community member or simply share your best tips – in the end, everyone benefits.**





World Café Method



Drawing on seven integrated design principles, the World Café methodology is a simple, effective, and flexible format for hosting large group dialogue. Each element of the method has a specific purpose and corresponds to one or more of the design principles.

<https://theworldcafe.com/>





7 Design Principles

- 1) Clarify the Context
- 2) Create Hospitable Space
- 3) Explore Questions that Matter
- 4) Encourage Everyone's Contribution
- 5) Connect Diverse Perspectives
- 6) Listen Together for Patterns and Insights
- 7) Share Collective Discoveries

<https://theworldcafe.com/>





5 Basic Principles of the World Café Method

1. Setting

Create a “special” environment, most often modeled after a café, i.e. small round tables covered with a checkered or white linen tablecloth, butcher block paper, colored pens, a vase of flowers, and optional “talking stick” item. There should be four chairs at each table (optimally) – and no more than five.





World Café Method

2. Welcome and Introduction

The host begins with a warm welcome and an introduction to the World Café process, setting the context, sharing the Cafe Etiquette, and putting participants at ease.





World Café Method

3. Small Group Rounds

The process begins with the first of three or more twenty-minute rounds of conversation for small groups of four (five maximum) people seated around a table. At the end of the twenty minutes, each member of the group moves to a different new table. They may or may not choose to leave one person as the “table host” for the next round, who welcomes the next group and briefly fills them in on what happened in the previous round.





World Café Method

4) Questions

Each round is prefaced with a **question** specially crafted for the specific context and desired purpose of the World Café. The same questions can be used for more than one round, or they may build upon each other to focus the conversation or guide its direction.



World Café Method



5) Harvest!

After the small groups (and/or in between rounds, as needed), individuals are invited to share insights or other results from their conversations with the rest of the large group. These results are reflected visually in a variety of ways, most often using graphic recording in the front of the room.



Why a World Café today?

- Present a tool that can be used to solicit stakeholder feedback
- To provide an opportunity to learn from your peers
- To provide networking after almost 3 years of Zoom



“The biggest obstacle to good gardening is the desire to know the answers and not the questions.”

– Monty Don



World Café Guidelines





World Café Discussion Question 1

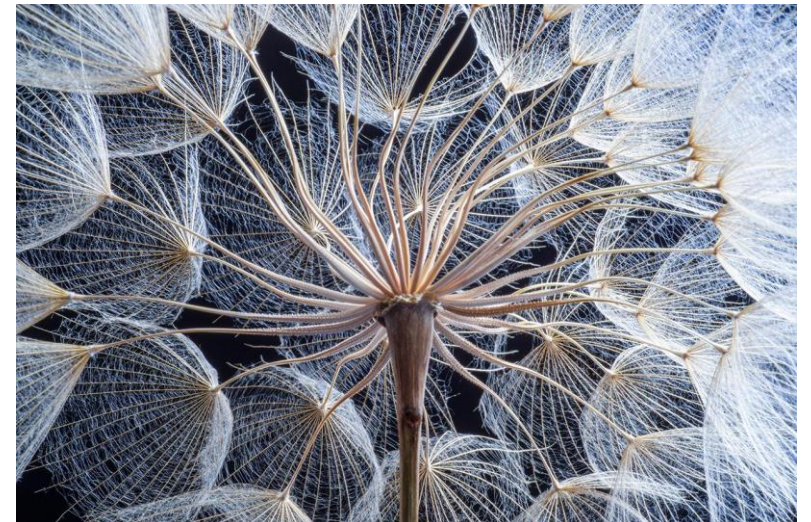
What is one thing you have done to create good CQI soil in your role?





World Café Discussion Question 2

What are your most common “CQI weeds” and how can you cultivate them into flowers or new planting opportunities?



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World Café Harvest

Embed Mentimeter Question 1



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World Café Harvest

Embed Mentimeter Question 2



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THANK YOU!

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- **Kristina Slacum Jones, Kristina.SlacumJones@thresholds.org**
- **Melissa Villegas, MelissaVillegas@juf.org**



IT'S AMAZING HOW THE TREE STANDS ALL YEAR

**THEN IT COMES INTO BLOSSOM AND YOU CAN'T TAKE
YOUR EYES OFF IT.**

