



Don't Stop Believing

Our CQI Journey to
Inspire Buy-In Amid
Resistant Team Members

Presenters:



Nicole Wilson



Jason Meyers



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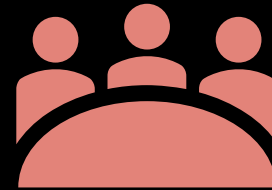
Setting the Stage

- Who is MACF?
 - Contract Overview
 - Specialized
 - FCCM

CQI Overview



Plan/Do/Check/Act



QA/QI Structure

Quarterly Outcome Management Groups

Quarterly CQI Meetings

Directors

Plan

Do

Check

Act

The PDCA Cycle

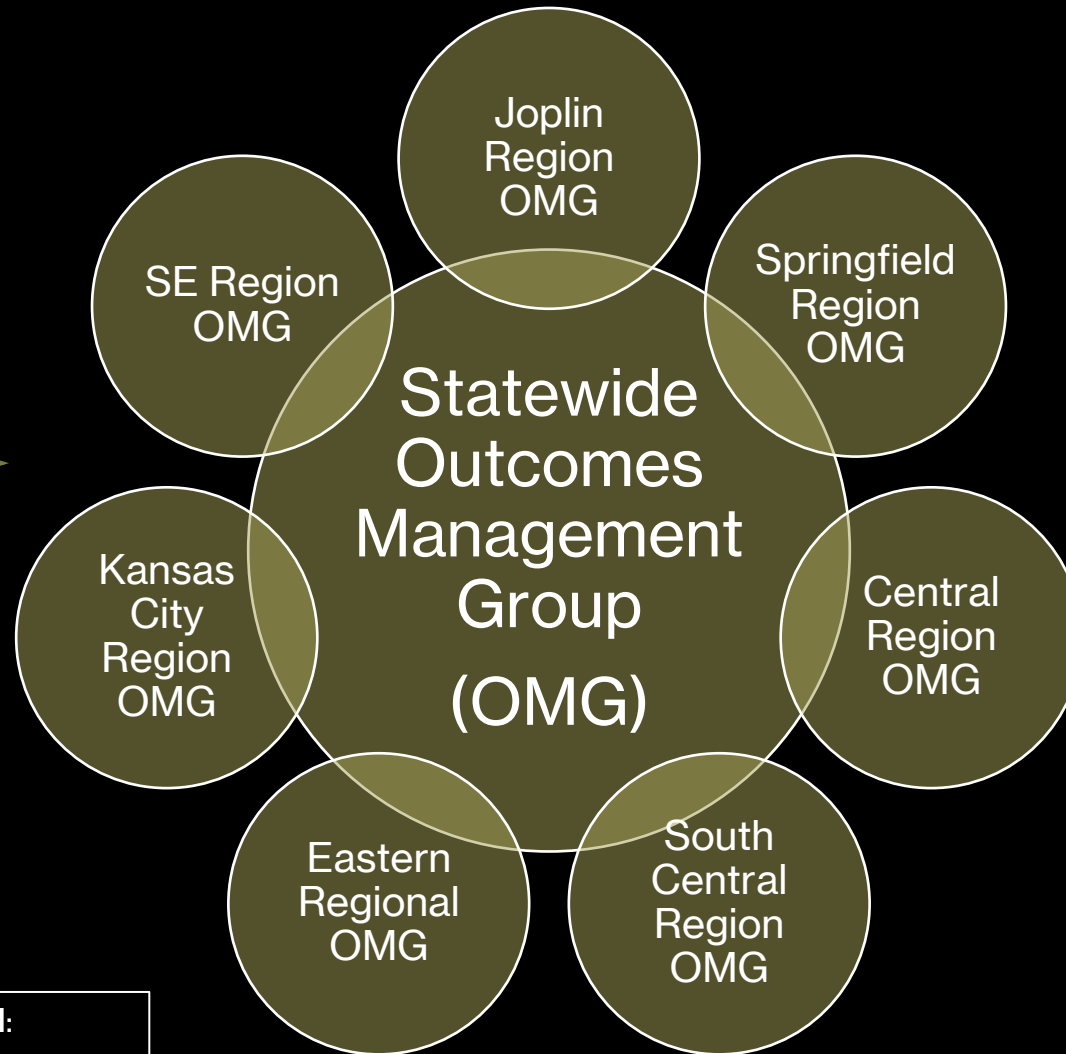
- A looping process used for continual process improvement.
- **I observe that** [there is a specific problem]. **I think it is because** [of this reason]. **So I plan to** [implement some intervention], **which I think will result in** [the desired outcome].

Missouri Alliance FCCM CQI Process

Each OMG obtains and shares information with external partners through active participation in meetings such as, but not limited to:

- Local/Regional CD CQI
- Statewide CD CQI
- CD Memo calls
- DMH Meetings
 - Systems of Care
 - CSTM

Information gleaned from meetings is shared with agency staff at local/regional meetings.



Information from Regional and Statewide OMG groups shared with:

Missouri Alliance Executive and Senior Leadership Teams

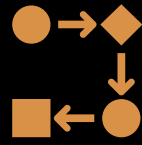
Missouri Alliance Board of Managers

Missouri Alliance Advisory Committee

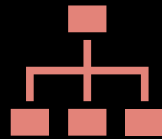
Examples of Data Reviewed:

- Contract Outcomes
- Performance Measures (Visits, Exams, Residential Placements, Data Entry items, etc.)
- Psychotropic Medication Prescribed

Our Past CQI Journey



What we had been doing?



Meeting
Structure

What was
working?
What was
not working?



Reporting

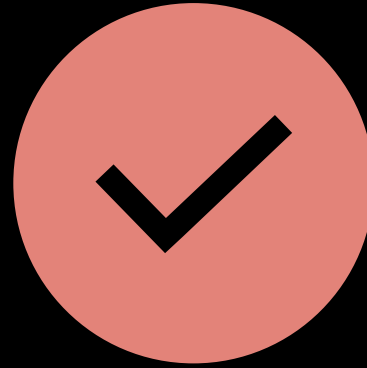
Information
shared



Meeting Structure



FREQUENCY



ATTENDEES



CONTENT

Past Reports

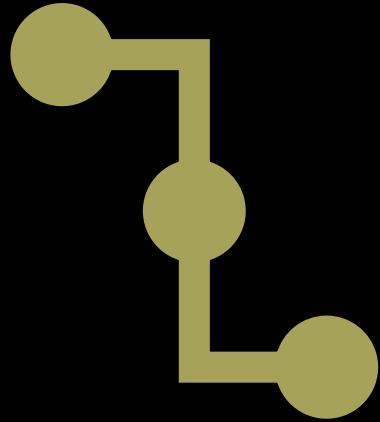
- Very Role Centered
 - Provided based on the person in the role and their needs
- Uninformative
- Not engaging to use
- Like a Report Card



154,568	95,054
56,845	97,511
110,000	99,011
150,000	99,216
35,000	101,090
83,000	101,684
45,000	101,962
	102,747
	100,006

**Deep and sustainable
change...requires changes
in behavior among those
who do not welcome the
change.**

Douglas B. Reeves



Learning from the Journey

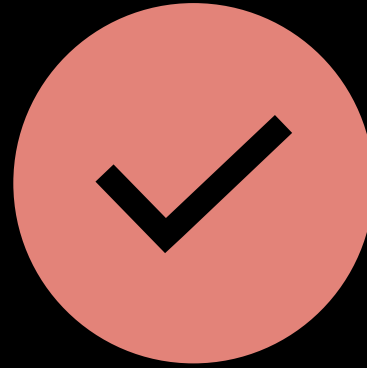
Where we are now



Meeting Structure



FREQUENCY



ATTENDEES



CONTENT

Reports and Data



Reports
accessible to the
user



Monthly and
Quarterly Reports



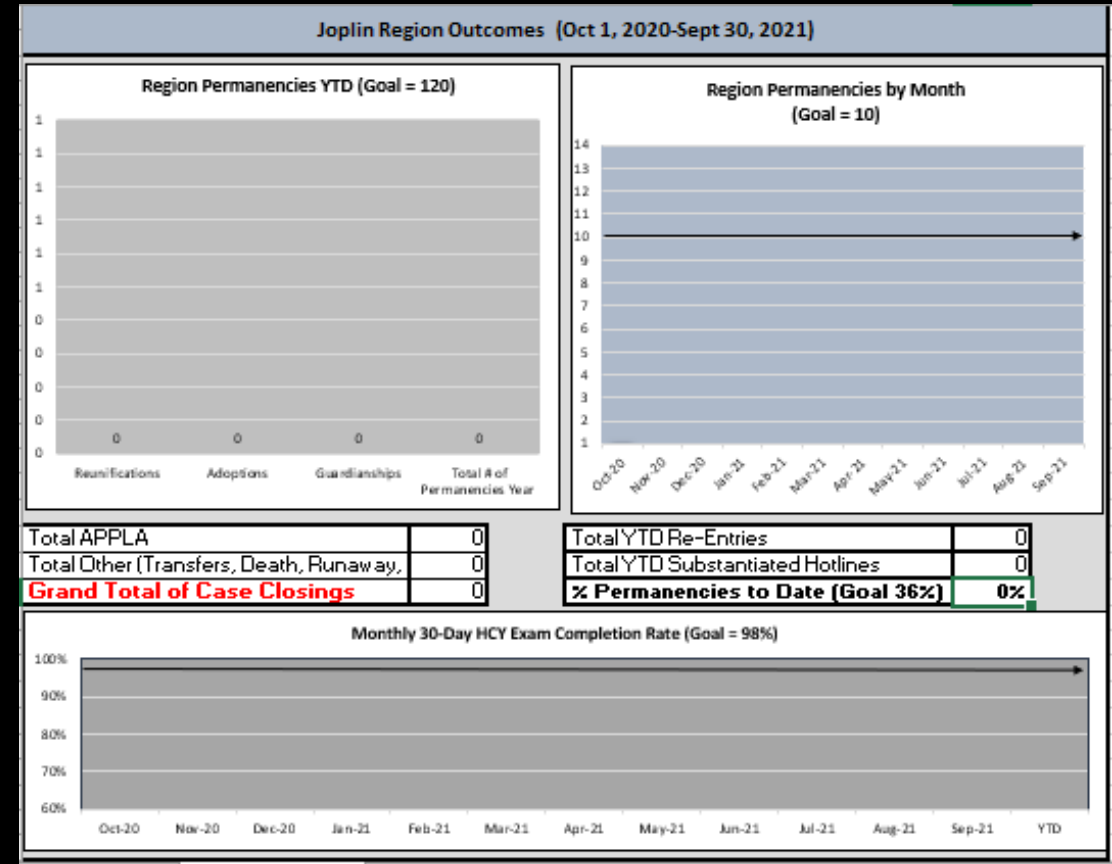
Tip sheets



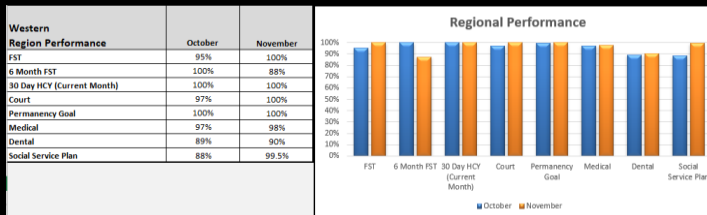
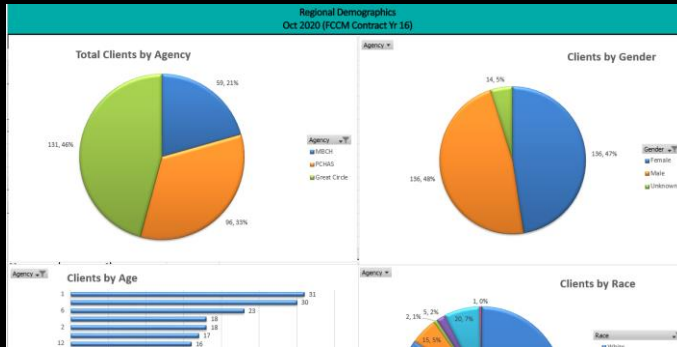
Report Guides

Outcome Dashboard

- The dashboard tracks all contract outcomes such as:
- The region and agency permanencies and other exits.
- Re-entries
- Substantiated hotlines
- 30-day HCY completion rate



Performance Measures



This report has multiple tabs that show:

- demographics
- placement types
- residential utilization
- caseload sizes
- agency and individual Case Manager performance each month on the identified case activities such as FST meetings, SSP completion, medical/dental exams and court hearings.

Visits

Internal Visit Tracking (See CSWIS Report <i>Parent Visit Report from Family View</i>)									
Worker Visits with Parent (50%-100% ■ ; 45%-49% ■ ; 44% or less ■)									
	Region Overall			MBCH			PCHAS		
	# Required	# Completed	%	# Required	# Completed	%	# Required	# Completed	%
Oct-22									
Nov-22									
Dec-22									
Jan-23									
Feb-23									
Mar-23									
Apr-23									
May-23									
Jun-23									
Jul-23									
Aug-23									
Sep-23									

Internal Visit Tracking (See CSWIS Report <i>Supervision Visitation Report with Detail</i>)									
Worker Visits with Child in the Home (95%-100% ■ ; 90%-94% ■ ; 89% or less ■)									
	Region Overall			MBCH			PCHAS		
	# Required	# Completed	%	# Required	# Completed	%	# Required	# Completed	%
Oct-22									
Nov-22									
Dec-22									
Jan-23									
Feb-23									
Mar-23									
Apr-23									
May-23									
Jun-23									
Jul-23									
Aug-23									
Sep-23									

Internal Visit Tracking (See CSWIS Report <i>Parent with Child Visit Report from Family View</i>)									
Parent/Child Visits (50%-100% ■ ; 45%-49% ■ ; 44% or less ■)									
	Region Overall			MBCH			PCHAS		
	# Required	# Completed	%	# Required	# Completed	%	# Required	# Completed	%
Oct-22									
Nov-22									
Dec-22									
Jan-23									
Feb-23									
Mar-23									
Apr-23									
May-23									
Jun-23									
Jul-23									
Aug-23									
Sep-23									

- Shows trends on the percent of visits completed each month for worker/child, worker/parent, and parent/child visits for each agency and the region overall.



Inspiring Staff Buy-In to CQI

Does it matter?



YES!

Engaged to Not Engaged

Past

- Leadership very engaged
- Owned their data
- Used it in their CQI goal development
 - WIG Goals
- High Performing Region

Present

- Change in Leadership
 - Change in Director and Supervisors
- Changes caused chaotic agency practice
- No longer using data to inform practice
- No longer using WIG Goals
- Performance at risk for decline

Not Engaged to Engaged

Past

- Leadership Person Driven not Data Driven
- No emphasis put on improving performance measures which then in turn would be better services for clients
- Struggled to resist the chaos of 'reactive' daily work environment
- Struggled to meet Performance Measure goals

Present

- Leadership Data Driven but not Person Driven
- Have reminders on data points posted in the office
- Monthly workdays with staff
- Improved Performance Measures which shows work with clients

Impact of CQI Initiatives when staff are Engaged

2021-2022

Agency 1	October	November	December
FST	59%	60%	74%
6 Month FST	NA	40%	50%
30 Day HCY (Current Month)	100%	100%	0%
Court	53%	38%	97%
Permanency Goal	94%	95%	99%
Medical	72%	66%	86%
Dental	56%	52%	78%
Social Service Plan	NA	NA	NA

2022-2023

Agency 1	October	November	December
FST	99%	100%	100%
6 Month FST	100%	80%	100%
30 Day HCY (Current Month)	100%	100%	100%
Court	100%	100%	100%
Permanency Goal	100%	100%	100%
Medical	99%	99%	99%
Dental	95%	94%	97%
Social Service Plan	100%	100%	100%



Learning from the Journey – Where We are Going



Engage All Levels of Staff

Board Involvement

Sr. Leadership Group

Regional Directors Team

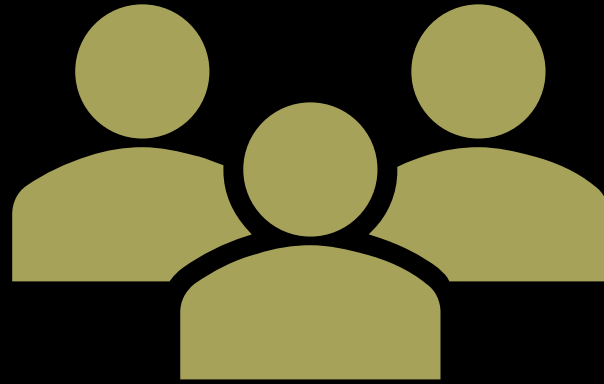
The background is a dark, abstract composition of various data visualization elements. It includes blurred line graphs with white and yellow nodes, bar charts with orange and blue bars, and faint numerical values like '2455', '102', and '154'. The overall aesthetic is modern and tech-oriented, with a color palette of dark blues, oranges, and purples.

Data Informing Change

**Support
Staff
Where
they Are**

The image features a dark grey background on the left side. On the right, there is a vertical bar with a color gradient from yellow at the top to pink at the bottom. To the right of this bar, there are several overlapping, wavy, translucent shapes in shades of orange, red, and purple, creating a sense of movement and depth.

Accountability



Enhanced Coaching and Support

Questions?

