

# **THE AMAZING RACE:**

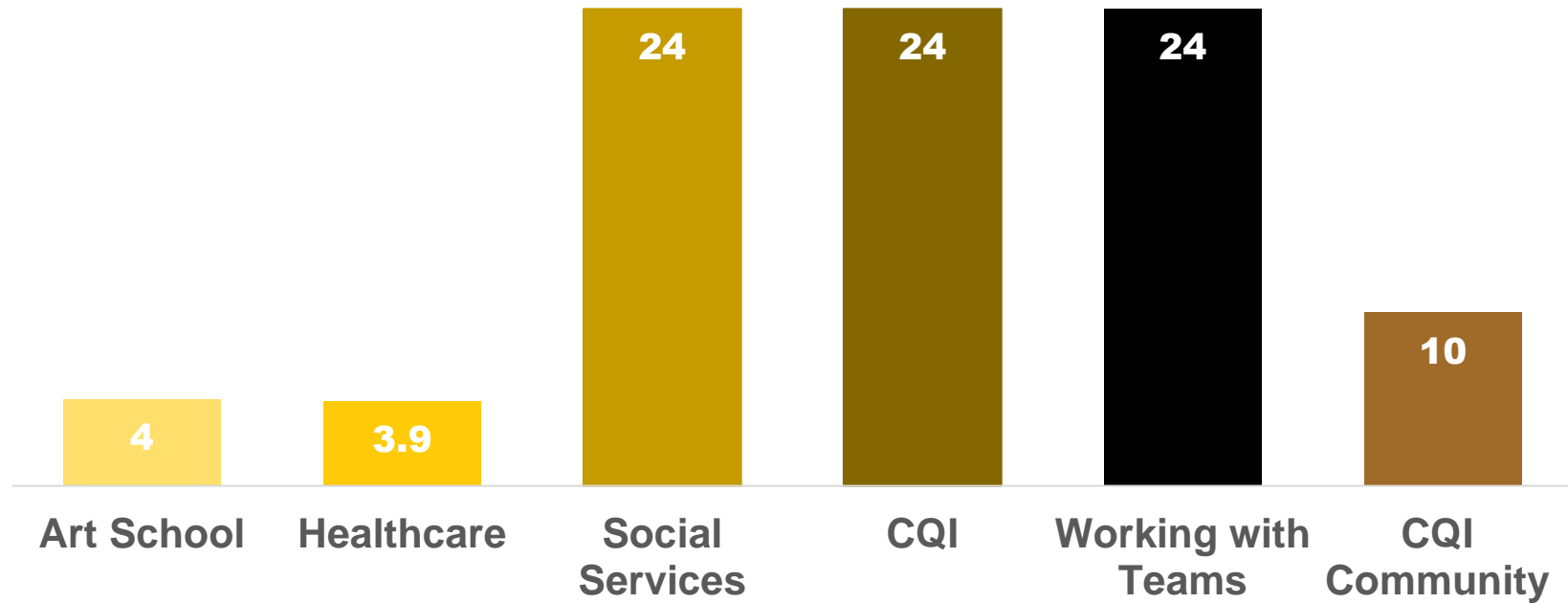
## **NAVIGATING THE PIT STOPS, ROADBLOCKS AND DETOURS OF CQI**

**2023 Illinois CQI Community Conference  
CQI is a Journey, Not a Destination  
Melissa Curtis, Lawrence Hall**

# WHO AM I?

**Melissa Curtis**

*Years of Experience*





# Lawrence Hall<sup>SM</sup>

Serving Children, Families and Communities Since 1865

**Mission:** Empowering those who have experienced trauma by providing healing, stability, and community connection.

**Vision:** Hope, healing and resiliency for children.

**Programs:** Foster Care, Residential, Therapeutic Day School, Older Adolescent Program, Clinical Services, Creative Therapies, and Youth and Community Development (Workforce Development and Community Wellness)

# PIT STOP

Have you ever seen the TV show The Amazing Race?



# **ROUTE INFORMATION**

- **Learn what resources and trainings are needed for successful CQI**
- **Learn what dynamics make up successful CQI teams and how to check performance**
- **Gain practical tools for dealing with obstacles to implementing and maintaining a winning CQI system**
- **Acquire ideas and strategies for how to yield and recharge your own CQI batteries**

# STARTING LINE



# WHAT DO YOU NEED IN YOUR FANNY PACK?

1. A clear understanding of what CQI is and how it functions at your organization
2. A strong CQI plan
3. Know the culture of your organization
4. CQI structures and responsibilities
5. Logic model training
6. Data analysis expertise
7. Data visualization skills



# WHERE CAN YOU TRAIN TO HELP YOU PREPARE FOR THE RACE?

**CQI Community Website**

<https://cqi.cfrc.illinois.edu/>

**Ann Emery-Depict Data Studio**

<https://depictdatastudio.com/>

**Kellogg Foundation Logic Model Guide**

<https://www.wkkf.org/resource-directory/resource/2006/02/wk-kellogg-foundation-logic-model-development-guide>

**Data Playbook**

<https://www.schusterman.org/playbooks/data/>

**KaiNexus**

<https://www.kainexus.com/>

**Children's Bureau: Capacity Building Collaborative**

<https://capacity.childwelfare.gov/states/topics/cqi>





# WHAT ARE THE BENEFITS OF THE AMAZING RACE?

**Encourages teamwork:** **The Amazing Race** requires participants to work together to complete challenges and reach the finish line. It promotes collaboration, communication, and problem-solving skills.

**Builds trust:** By working together towards a common goal, the team members learn to trust each other. **The Amazing Race** can provide an opportunity for team members to bond and get to know each other on a personal level.

**Promotes creativity:** The challenges in **The Amazing Race** can be designed to encourage creativity and out-of-the-box thinking. This can be a great way to promote innovation and creative problem-solving skills.

**Boosts morale:** Participating in **The Amazing Race** can be a great way to boost team morale. It promotes a positive work environment and can be a great way to reduce stress and improve team satisfaction.

# WHAT ARE THE BENEFITS OF A CQI TEAM?

**Encourages teamwork:** CQI requires participants to work together to complete challenges and reach the finish line. It promotes collaboration, communication, and problem-solving skills.

**Builds trust:** By working together towards a common goal, team members learn to trust each other. CQI can provide an opportunity for team members to bond and get to know each other on a personal level.

**Promotes creativity:** The challenges in CQI can be designed to encourage creativity and out-of-the-box thinking. This can be a great way to promote innovation and creative problem-solving skills.

**Boosts morale:** Participating in CQI can be a great way to boost team morale. It promotes a positive work environment and can be a great way to reduce stress and improve employee satisfaction.



**What data do you start (or restart) with?**



***“After more than twenty-five years in television, there are days when I feel like I'm just beginning, because I'm learning new things. I want to be better all the time.”***

**Phil Keoghan**

**PIT STOP**

**TEAM DYNAMICS**

# TEAM DYNAMICS

**Think of yourself as a two-person team on The Amazing Race:**

- Which talents should you have as a CQI staff?
- What talents should your partner (or CQI team) have?
- Do they need to be the same?
- What makes up a great team?

# **TALENTS AND SKILLS CQI STAFF NEED**

QI staff must be a tour guides with a combination of being relators, analyzers, translators, creative problem solvers, communicators, counselors, have a good understanding of technology, know the organization's culture and different personalities, be open-minded, culturally competent, determined, and have infinite amount of patience while inspiring others to like data and improvement.

# QUALITIES TO LOOK FOR IN YOUR TEAM MEMBERS

- Commitment to quality
- Openness to learning
- Basic knowledge of CQI
- Variety of strengths and skills
- A willingness to participate
- Curiosity
- To be a contributor
- Know their role on the team



# WHO HAS WHAT ROLE ON THE TEAM?

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



## **DOES YOUR TEAM HAVE A SHARED LANGUAGE OF 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.”*



***“All of us make assumptions about what somebody's potential is, because we all think of why somebody can or can't do something. We make terrible assumptions.”***

**Phil Keoghan**

# ROADBLOCKS!



## ROADBLOCK

**You are trying to meet with staff to discuss CQI, but the program has recently been experiencing significant staff shortages.**



## U TURN

**Do a quick check in with the leader**

**Schedule shorter CQI meetings**

**Ask how you can support the team**

## ROADBLOCK

**You have learned that several team members have dropped out of the race and new team members have taken their place.**



## U TURN

**Create and provide capacity building trainings:**

- **CQI 101 for New Employees**
- **CQI 101 for New Supervisors**
- **Why CQI for CQI Team Members**
- **Logic Model Training**
- **Ongoing informal training with CQI leaders and teams**

## **ROADBLOCK**

**You have realized that the organization has limited resources, time or support for CQI activities.**



## **U TURN**

**Find free resources and training online**

**Set up a meeting schedule that works for staff**

**Use the 2-4-2 Rule**

## **ROADBLOCK**

**Your demographic data fields haven't been updated and are not inclusive.**



## **U TURN**

**Research**

**Form a committee**

**Avoid othering**

**Add Prefer to Self-Describe**

**Communicate changes**

**Revisit annually**



## **ROADBLOCK**

**You have no idea  
how well the QI is  
going at your org  
or how the teams  
are performing.**



## **U TURN**

**CQI Tracker**

**CQI Survey**

**SWOT Analysis**

## ROADBLOCK

**There is an ongoing issue with incomplete or inaccurate data.**

## U TURN

**Check procedures**

**Revisit  
accountability**

**Double check  
Method of  
Measurement**

??????????





***“I love to be challenged because I’m wrong a lot of the times.”***

**Phil Keoghan**



**Do you feel more prepared to U-turn  
when faced with CQI roadblocks?**

**PIT STOP**



**YIELD FOR SKITTLES**

# OTHER WORDS FOR SKITTLES



# HOW DO CQI STAFF **RECHARGE** TO KEEP RACING?

1. Smile 😊
2. Take 4-5 minutes to listen to and sing loudly to Shake It Off by Taylor Swift or Break My Soul by Beyonce
3. Take 5 minutes to check in with a friend that makes you laugh
4. Spend 5 minutes reflecting on a few good things that happened during the day/week
5. Watch 10 minutes cute animal videos on your choice of social media
6. 10 minutes of movement: walk, stretch, run, dance (see #2)
7. Spend 20 minutes outdoors
8. Get creative: read, write, or draw for 20 minutes

# WHAT DO YOU DO WHEN YOU FEEL LIKE YOU ARE FALLING BEHIND OR LOSING THE RACE?

- **Take a deep breath.** Smell the roses, blow out the birthday candles.
- **Conserve your energy.** Step back and regroup. Mix up the routine.
- **Set the pace.** Communicate with your teammates on your strengths and capabilities. Learn to say no.
- **Don't rush to choose a route, there may be a better one.** You may discover a better route outside of your comfort zone.
- **Read the clues carefully.** Are you following the CQI plan?
- **Sometimes, you can't race, you must yield.** Recognize what is in front of you and what you can accomplish in that moment.
- **No matter how many times you fall, there's always a second chance.** Determination and focus often increase after experiencing setbacks, especially when you are close to attaining your goals.





**“People ask me what the most important thing to take on the race is, and I always say it's a sense of humor. If you've got nothing but a sense of humor, you will survive.”**

**Phil Keoghan**



**Write down one idea on how you are going to practice Skittles.**



# FINISH LINE

**“The world is waiting for you. Good  
luck. Travel safe. Go!”**

**Phil Keoghan**

# Thank You for Racing with Me Today

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