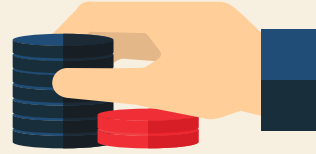
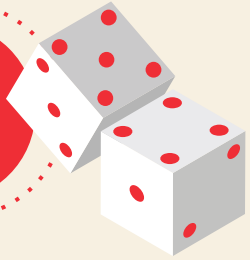


Cuyahoga County Division of Children and Family Services Continuous Quality Improvement



★ **ALL IN:** How Focused Support Produced Results ★



Increase the **ODDS** of *improving organizational outcomes* by using change management techniques





Agenda for Today



- 1 Introduction
- 2 Background
- 3 Interactive: Polls, Short Video, CQI Cycle of Learning Worksheet
- 4 Implementation of New Strategies and Interventions
- 5 Data Analysis, Power BI
- 6 Highlight Accomplishments



Learning Objectives

Organizational Readiness

Proactive approach to change that involves assessing an organization's ability and willingness to implement a change, innovation, or program

Theory of Change

Specific and measurable description of a social change that forms the basis for planning, ongoing decision-making and evaluation.

PDSA

Continual, four-step model that is used in quality improvement efforts in order to test change.





Presenters



Kara Davis

MSSA, LISW-S,
CQI Sr. Manager



Adam Stout

CQI Liaison



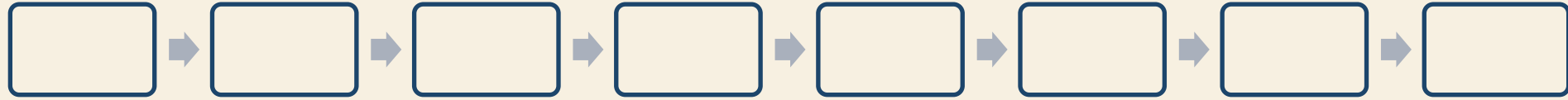
Kristy Mlocki

CQI Liaison



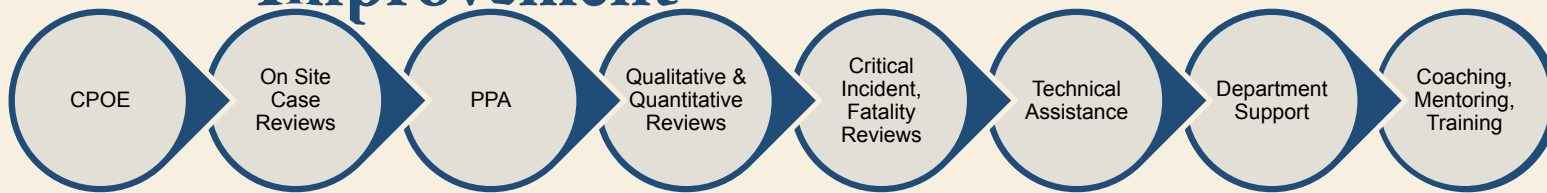


Performance Evaluation & Innovation

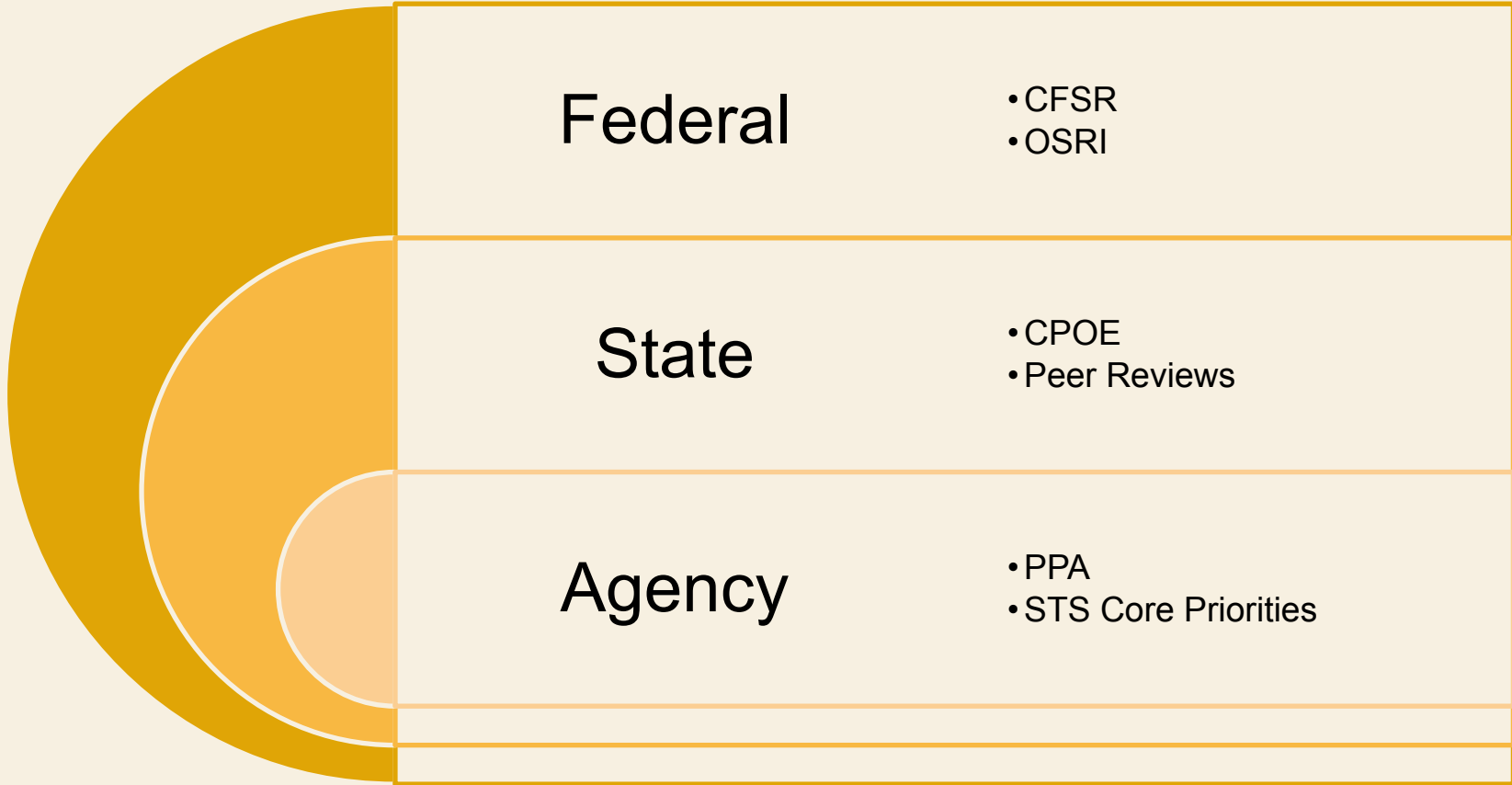




Continuous Quality Improvement



Safety, Permanency, Well-Being





★ Meet the Poker Players! ★

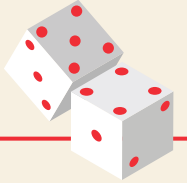
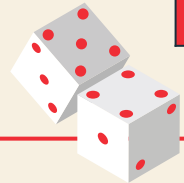




The Hand We Were Dealt



	 Starting Hand 
Screening Rates	Significantly higher than state averages
Case Initiation	Unable to reach federal benchmark
Messaging	Lack of communication, inconsistent across levels of staff
Effort	Unaccomplished workgroups



Old Strategies

Co-Assigned

Individual Support Plans

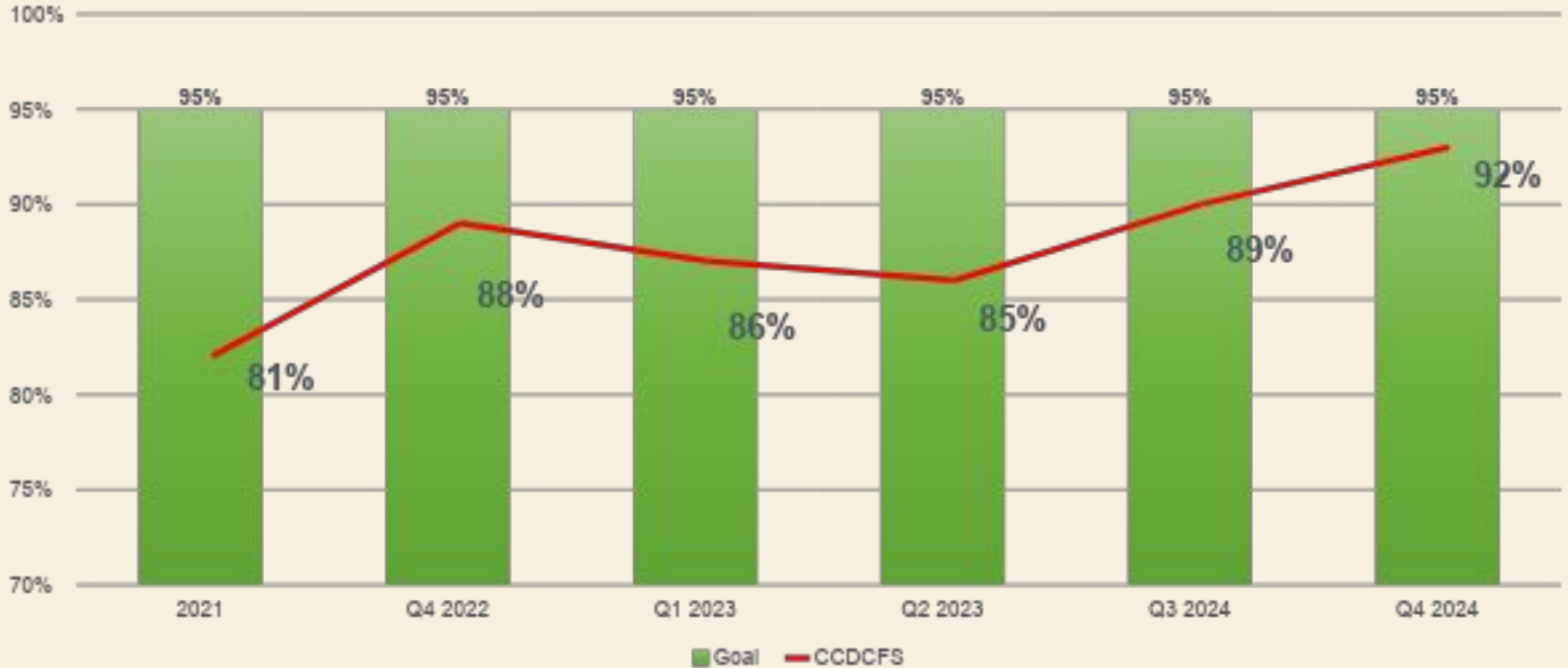
Reviewed Quarterly

Workgroups

Relationships



Slow progress...



Never neglect an opportunity for improvement

William Jones

POLL

Think about your agency's practice improvement efforts. What is getting in the way?

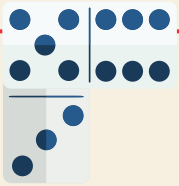


Video Change Process



★ Shifting Strategies ★





New Cards

777



Roadmap to Success

Established goals

Core Priorities

Clear objectives

Department Support

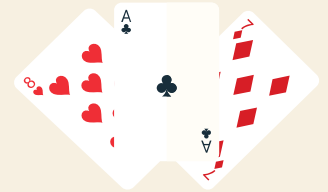
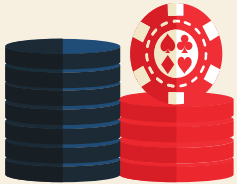
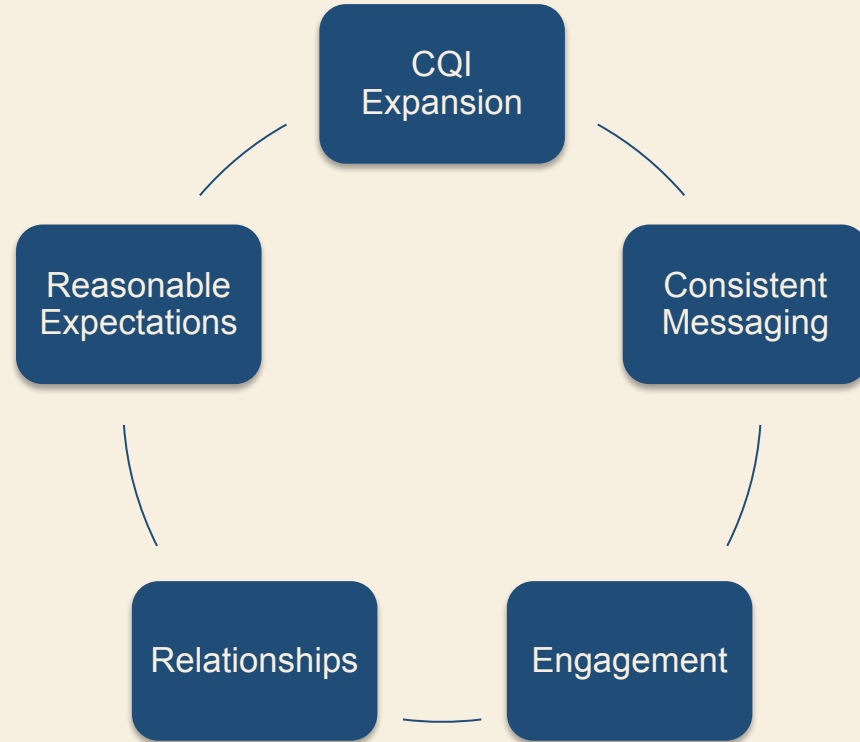
CQI liaisons

PDSA

Track, monitor, report data



A New Partnering Approach Facilitated Improvement



No matter how good you are, you can always
get better, and that's the exciting part.

- Tiger Woods

WINNING HAND

Multi-level, consistent communication bred buy-in and led to change.



What gets measured gets improved.

– Peter Drucker

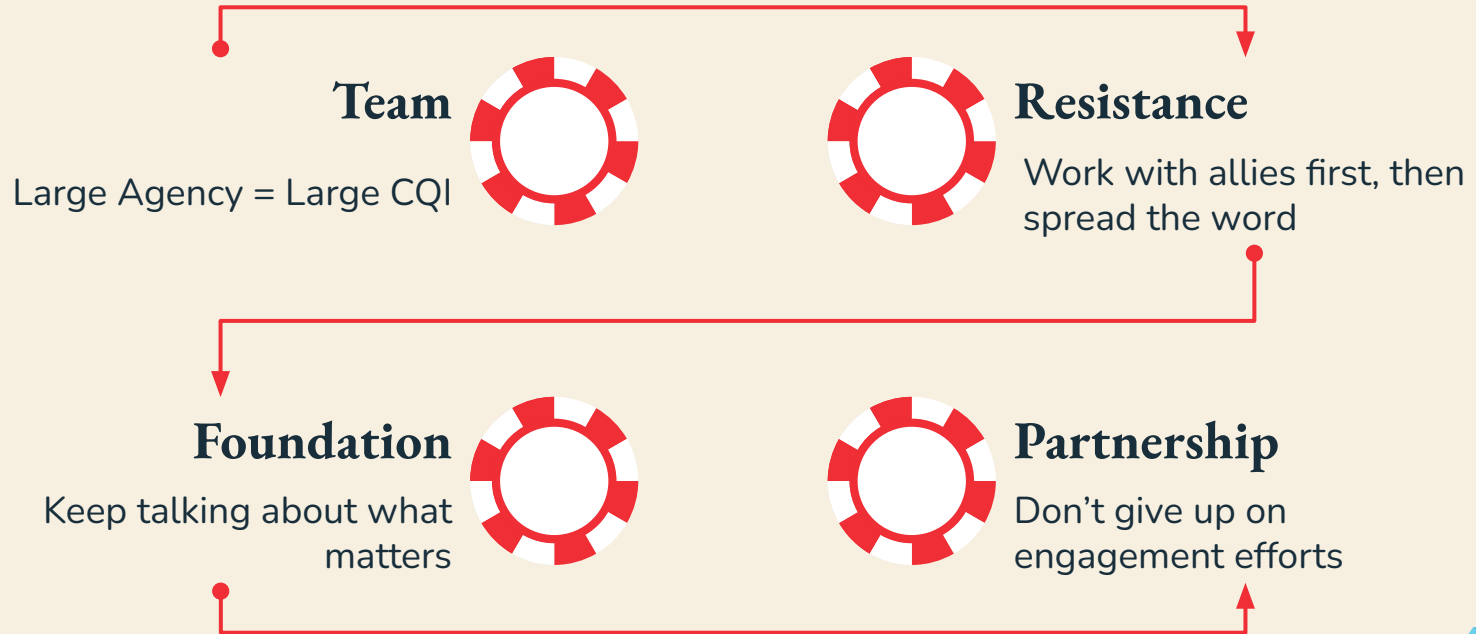


Along the way....



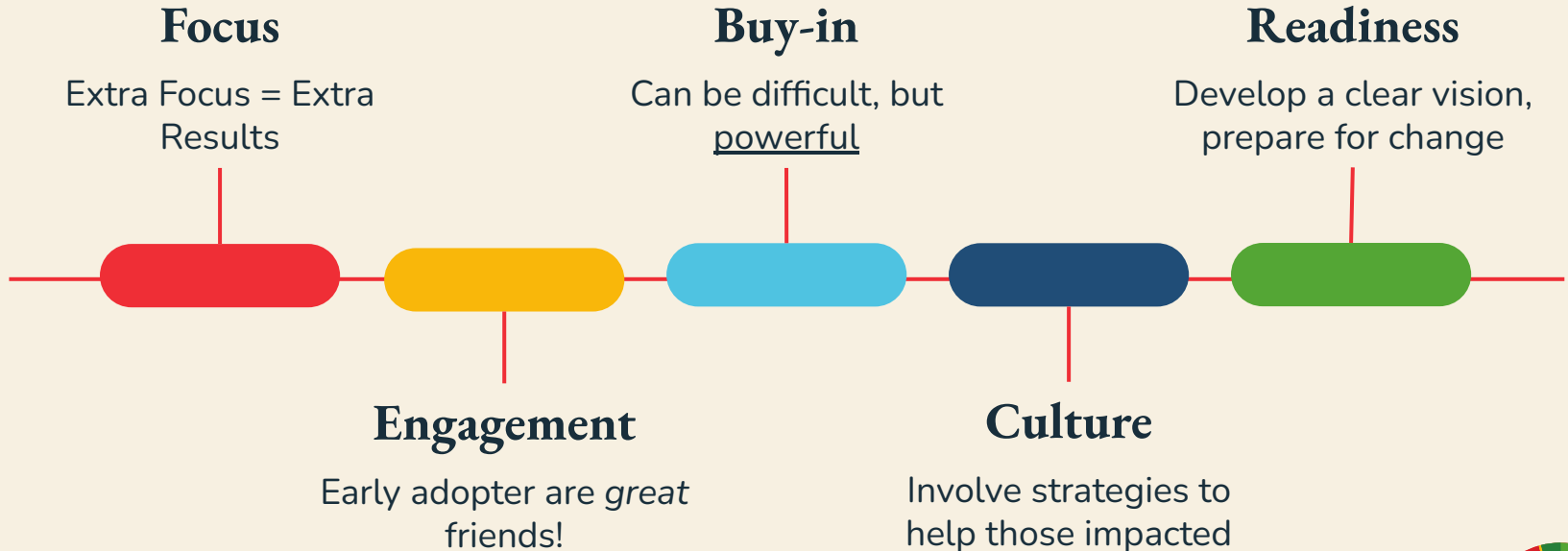


Takeaways





What We Learned



Coming together is just the beginning,
keeping together is progress,
but working together is **SUCCESS**.

Henry Ford

POLL

What is the process you went through to identify barriers in your organization?



CQI CYCLE OF LEARNING WORKSHEET

STEP	DESCRIPTION	KEY CONSIDERATIONS	APPLICATION
1	Identify and understand the problem.	<ul style="list-style-type: none"> • What needs to change? 	<ul style="list-style-type: none"> • Lack of focus • Inconsistent messaging • Organizational culture • Readiness for change • Competing priorities • Engagement
2	Research the solution.	<ul style="list-style-type: none"> • Compile a description of possible solutions. 	<ul style="list-style-type: none"> • Change nothing • Add more/less CQI support • Increase org buy-in • Build quality culture • Performance ownership
3	Develop the Theory of Change (ToC)	<ul style="list-style-type: none"> • Identify a clear link between the root cause of the problem and the solution. 	<ul style="list-style-type: none"> • The human side of change vs. the process side
4	Adapt or develop the solution.	<ul style="list-style-type: none"> • How to measure success. 	<ul style="list-style-type: none"> • Roadmap to Success, Core Priorities
5	Implement the solution.	<ul style="list-style-type: none"> • Set up a work action plan. 	<ul style="list-style-type: none"> • Communication plan • Technical assistance and education • Data Reporting (deep dive)
6	Monitor and assess the solution.	<ul style="list-style-type: none"> • Track, monitor, report findings. 	<ul style="list-style-type: none"> • Data Reporting • Transition to Program Management

POLL

After completing the formal process, were there any NEW barriers that you discovered?



Quality is never an accident – it's always the result of intelligent effort.

John Ruskin

Celebrating Success



“Without continual growth and progress, such words as improvement, achievement, and success have no meaning.”

- Benjamin Franklin



THANK YOU!!!

