**The Real World: CQI**

**Book Recommendations from the Panelists**

* Data Playbook Schusterman Foundation by Rella Kaplowitz <https://www.schusterman.org/resource/data-playbook>
* Institute for Healthcare Improvement Model: <https://www.ihi.org/resources/how-improve-model-improvement>
* Dare to Lead by Brene Brown
* Street Data: A Next-Generation Model for Equity, Pedagogy, and School Transformation First Edition by Shane Safir and Jamila Dugan
* Podcast: Diary of a CEO

**Notes from the panel:**

**Question 1: Where do you start when you want to reorganize or strengthen your CQI process?**

**How often do we realistically CQI our CQI??**

* take a deep breath
* needs assessment
* Can’t do it alone
* find out what matters to your executives
* align with the mission and values of organization

**Question: How do I shift culture into one that accepts and values data so it is used in a responsible way?**

* value learning, innovation and data
* as a CQI staff…what am I missing? Be humble and transparent.
* it’s hard to admit when we suck…but keep messaging positive…what is going right?
* celebrate the wins.
* we are the helpers of the helpers
* coaching
* line of sight
* getting leaders on board

**Question: What specific data collection and management tools would you use to teach a new staff person?**

* willingness to learn and adapt to change…article about how change acrually it hurts the brain
* overlook the soft skills…curiosity, creativity, empathy
* the five whys
* excel excel excel
* connect the data to the practice…data is humans
* What do you do when you get the data?

**Question: How do I get staff to see their role in using data to inform decision-making?**

* define every role with CQI…so no CQI person…its everyone job
* create clarity
* what information does each staff need…no chart junk
* data is not sole focus…move beyond data analysis
* leadership needs to deeply value QI not just compliance or reporting
* what are you doing to capture what you are actually doing
* collect the cool things
* middle level managers are key
* CQI is for everyone
* be open to feedback

**Fun ways to engage staff in CQI:**

* have them guess the percentages
* food
* make it fun use games like PQI Jeopardy
* Mr Potato Head (on website)
* give them the microphone
* paper airplanes

**Bonus Book Recommendations in Whova from other attendees:**

* 17 Key Traits of Data Literacy by Ben Jones
* Toyota Kata by Mike Rother
* The Toyota Way by Jeffrey K. Liker
* Effective Data Visualization: The Right Chart for the Right Data by Stephanie Evergreen
* Switch: How to Change Things When Change is Hard by Chip Heath and Dan Heath