

# **UNLOCKING YOUR CQI SUPERPOWERS:** **A TIME TRAVELERS GUIDE TO QUALITY** **IMPROVEMENT**

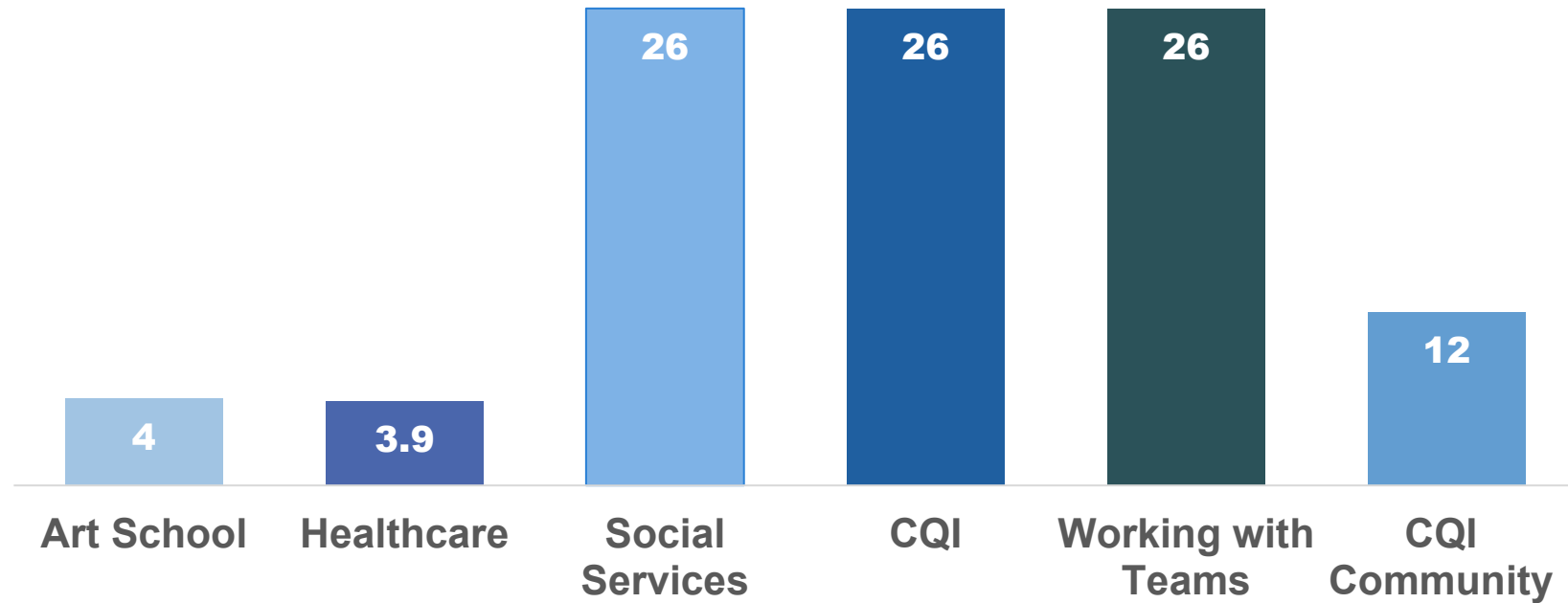


**2025 Illinois CQI Community Conference**  
**Driving Continuous Quality Improvement into the Future**  
**Melissa Curtis, Lawrence Hall**

# WHO AM I?

**Melissa Curtis**

*Years of Experience*



# ABOUT LAWRENCE HALL

## OUR VISION

Hope, healing and resiliency.

## OUR MISSION

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



1865

Founded as Erring Women's Refuge

1914-1968

Merger of orphan agencies that would become Lawrence Hall

1972

Opens special education school

1988

Lawrence Hall School for Boys merges with Mary Bartleme Homes and Services to become Lawrence Hall Youth Services

2015

Lawrence Hall Youth Services changes name to "Lawrence Hall"

# LAWRENCE HALL PROGRAMS



**Child & Family  
Treatment  
Center**



**Therapeutic  
Day School**



**Transitional &  
Independent  
Living**



**Workforce  
Development**



**Foster  
Care**



**Community  
Wellness**



**Creative  
Therapies**

# INTERLOPER

Those who find themselves in places or situations where they might not be wanted or considered to belong.

Sound familiar?



**"Why don't you make like a tree and get out of here?"**

**Biff, Back to the Future**

# WHAT IF...

- You recognized you had multiple superpowers as a CQI specialist?
- CQI staff were seen as allies vs. interlopers?
- We could connect CQI tools to time travel devices?
- We could be more purposeful when working with interest holders?
- We could be more intentional in implementing change?
- We could have a time travel manual to help us with this work?



# SUPERPOWERS





# SUPERPOWER

A superpower is a metaphorical term for an exceptional talent or skill that someone possesses, or a literal, superhuman ability.





# **(FICTIONAL) SUPERPOWERS**

- Superhuman strength
- Flight
- Telekinesis
- Teleportation
- Physical abilities
- Superhuman strength
- Superhuman speed
- Invulnerability
- Regeneration
- Intangibility
- Elasticity
- Telepathy:
- Teleportation
- Invisibility
- Shapeshifting
- Precognition

# What is your CQI Superpower?



# **(CQI) SUPERPOWERS**

- Empathy
- Resilience
- Communication
- Problem-solving
- Adaptability
- Aggregator
- Analyzer
- Data Visualization
- Data Cleanser
- Critical Thinking
- Solution-focused
- Counselor
- Patience
- Persistence
- Leadership
- Storyteller
- Trust Builder
- Coach
- Emotional intelligence
- Creative
- Curious
- Project management

# HARNESSING YOUR SUPERPOWERS

- Take back your time traveling superpower (YOU ARE NOT AN INTERLOPER)
- Skill development is a forever game (why we are here)
- Give your self grace on your lesser strengths



# **BE AN EXCELLENT CQI ALLY BY:**

- Offering support.
- Recognizing others.
- Becoming an expert.
- Being a good communicator.
- Listening actively.
- Being dependable.
- Acting with integrity.
- Being honest and transparent.
- Staying consistent.
- Being a mentor.



***“The fact is, the Time Traveller was one of those persons who are too clever to be believed: you never felt that you saw all round them; you always suspected some subtle reserve, some ingenuity in ambush, behind their lucid frankness.”***

**H.G. Wells's The Time Machine**

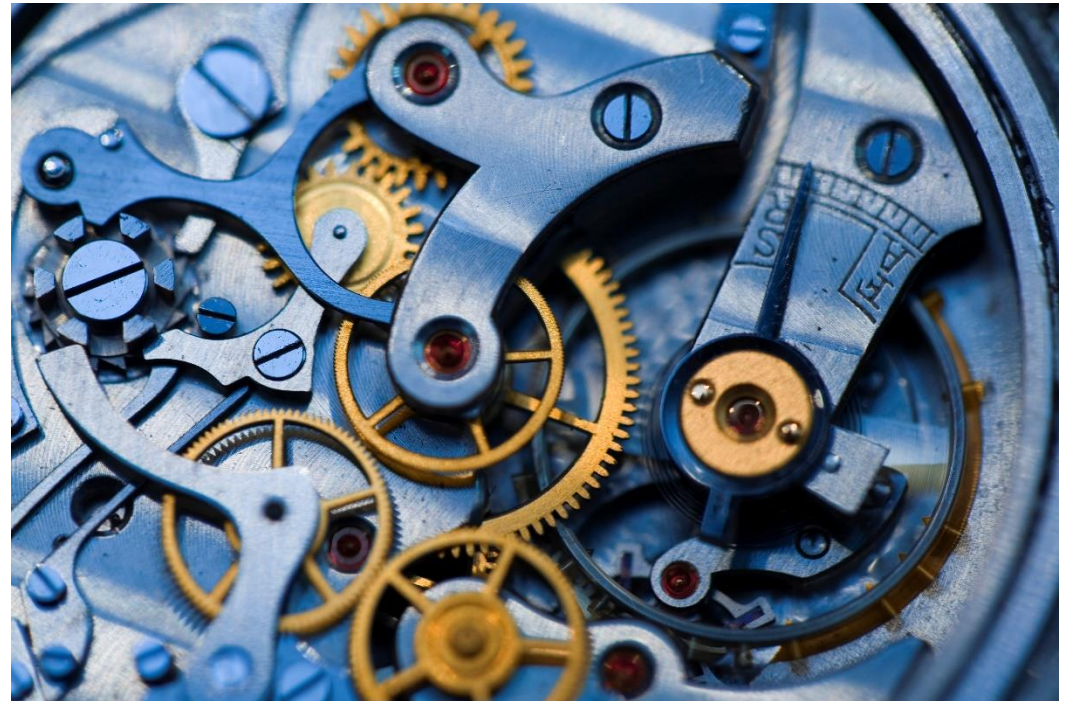
# **TIME TRAVEL DEVICE**

## **CQI Superpowers Checklist**



# UNALTERED TIMELINE

*the original, unchanged sequence of events in a story or a universe **aka no time travelers***



# UNALTERED TIMELINE

- What happens when there is not CQI staff?
- No data?
- No improvement cycles?

**What do you predict would happen with no CQI at your organization?**

# UNALTERED TIMELINE RISKS

A business without data analysis will struggle to make informed decisions, leading to missed opportunities, poor forecasting, and inefficient operations.

It will lack insight into participant behavior and internal performance, which can result in wasted resources, counterproductive strategies and interventions, and being unable to adapt to changes.

# **REVERBERATIONS OF NO CQI**

- **Service gaps**
- **Compromised client care**
- **Loss of productivity**
- **Limited funding opportunities**
- **Staff morale and retention issues**
- **Siloed information**
- **Poor data quality and analysis**
- **Inability to leverage data**
- **Ineffective decision-making**
- **Increased paperwork burden**
- **Erosion of trust**

***"I mark the hours, every one, nor have I yet outrun the Sun. My use and value, unto you, are gauged by what you have to do."***

***Inscription from the Time Turner, Harry Potter and the Prisoner of Azkaban***



# **TIME TRAVEL DEVICE**

## **Reverberations Back Pocket List**



# ALTERED TIMELINE

*An **altered timeline** is a version of history that has changed from its original course. The time traveler exists.*



# ALTERED TIMELINE (CQI STAFF)

- What happens when the CQI team disrupts the timeline?
- How do your interest holders feel about you “disrupting the timeline”?
- Recognize that sometimes CQI=Pain for other staff:
  - To help staff adapt to CQI less painfully, focus on clear communication, providing generous support, and involving staff in the process.
  - Be transparent about the reasons and timeline for CQI, actively listen to concerns, offer necessary training, and acknowledge both the challenges and potential benefits.
  - Involve staff in decision-making and celebrating small wins to foster a sense of ownership and reduce fears.

# ALTERED TIMELINE (CQI STAFF)

## **Focus on what you can change**

A key lesson is that instead of dwelling on past choices, it is more productive to focus on the choices you can make now. This shift in mindset can lead to a more fulfilling strategy in your current reality.

## **Find value in your actions**

Considering the vastness of the multiverse can make our lives seem insignificant, but it is a powerful reminder that our value is determined by the meaning we create in our own life.

## **Cultivate resilience**

An altered timeline can be a metaphor for profound personal transformation, where old, limiting patterns "collapse" to make way for new opportunities. Navigating these intense transitions—or timeline shifts—can be a sacred clearing of past failures.

## **Empower your for imagination positive change**

The concept of a multiverse encourages imaginative thought, which can be a powerful tool for solving problems and charting a better future. By asking "What if?" with a positive and creative mindset, you can train your brain to seek solutions and possibilities instead of focusing on fears.

## **Reframe your perspective**

The idea of a fluid, unpredictable reality can help broaden your perspective, making you more open to possibilities. Phenomena like déjà vu can be seen as "gentle nudges" encouraging you to explore possibilities rather than just dismissing them. This curiosity helps you move forward and align with your interest holders.

## **BEFORE CQI**

**Program was having trouble capturing data on how the services were impacting the participants social emotional learning.**

## **AFTER CQI**

**Program worked with CQI Team to create an assessment survey tool to capture participant experience on an ongoing basis.**

## BEFORE CQI

**Program was struggling with tracking participant behaviors throughout the programming hours.**

## AFTER CQI

**Program worked with CQI Team to create a behavior tracker which in turn helped staff work with the youth on them recognizing their own behavior to work on minimizing it.**

## **BEFORE CQI**

**Program was unsure how to create a thorough quality improvement plan to address ongoing issues with participant elopement.**

## **AFTER CQI**

**Program worked with CQI Team to create a QI Plan with ongoing measures to capture more detailed data on elopement and more fidelity to the QI plan.**



***"It means your future hasn't been written yet.  
No one's has. Your future is whatever you  
make it. So make it a good one".***

***Doc Brown***



# **TIME TRAVEL DEVICE**

## **Know Interest Holders Tool**

# SPLIT TIMELINES

*A **split timeline** is typically a single timeline that diverges (splits) from a common past at a specific "point of divergence" due to an event, often an act of time travel or a crucial decision.*



# SPLIT TIMELINES

- **ASK:** Do we want to live in the current timeline?
- Microtasking is the process of breaking down large jobs into smaller, individual tasks that can be completed quickly
- Small microtasks can lead to big results
- A seemingly small change can have a significant, long-term impact.
- Consistent effort with these small tasks builds momentum and leads to significant long-term change.

# MICROTASKS CHECKLIST

- ☐ Does the data indicate a microtask is needed?
- ☐ Is it a paperwork, procedure, data entry or programming problem?
- ☐ Is it likely within your resources to complete the microtask?
- ☐ Is your microtask directly related to the overall goal?
- ☐ Is the team on board with the microtask?
- ☐ Is the specific microtask well defined?
- ☐ Did you schedule regular check-ins to monitor progress>
- ☐ Is there a formal record of the microtask, including updates and actions?

# MICROTASKS TRACKER

[illegible]

**“What if one split second sent your life in two completely different directions?”**

**Tagline from Sliding Doors**





# **TIME TRAVEL DEVICE**

## **Microtasks Worksheet**

# TIME LOOPS

*A **time loop** is a narrative device where a period of time repeats itself. A person is forced to relive the same events over and over, usually retaining their memories from previous iterations. Time travelers in time loops use the repeated time to gather information, prevent a disaster, or understand a complex problem from multiple perspectives.*



# TIME LOOPS HELP YOU...

- Embrace repetition
- Embrace change
- Develop skills
- Reflect and change perspective
- Break the monotony
- See the bigger picture
- Use repetition to break cycles
- Take leaps of faith
- Break negative cycles
- Build knowledge

And learn that **FAILURE IS DATA!**

# PLAN, DO, STUDY, ACT



## Plan

**What change are we testing?**



## Do

**Run your test on a small scale.**



## Study

**Analyze results you measured, compare to predictions.**



## Act

**Decide what modifications you should make – either adapt, adopt or abandon.**

# PDSA CYCLE (TIME LOOP)



**Embrace failure as a learning tool:** View unexpected results as a chance to learn and improve, not as a reason to stop.

**Focus on learning:** The main goal is to quickly learn how and why a change works (or doesn't) in your specific context.

**The cycle is continuous:** PDSA is not a one-time event but an iterative process that helps build knowledge and refine ideas over time.

***Phil: Something is... different.***

***Rita: Good or bad?***

***Phil: Anything different is good.***

***Groundhog Day***

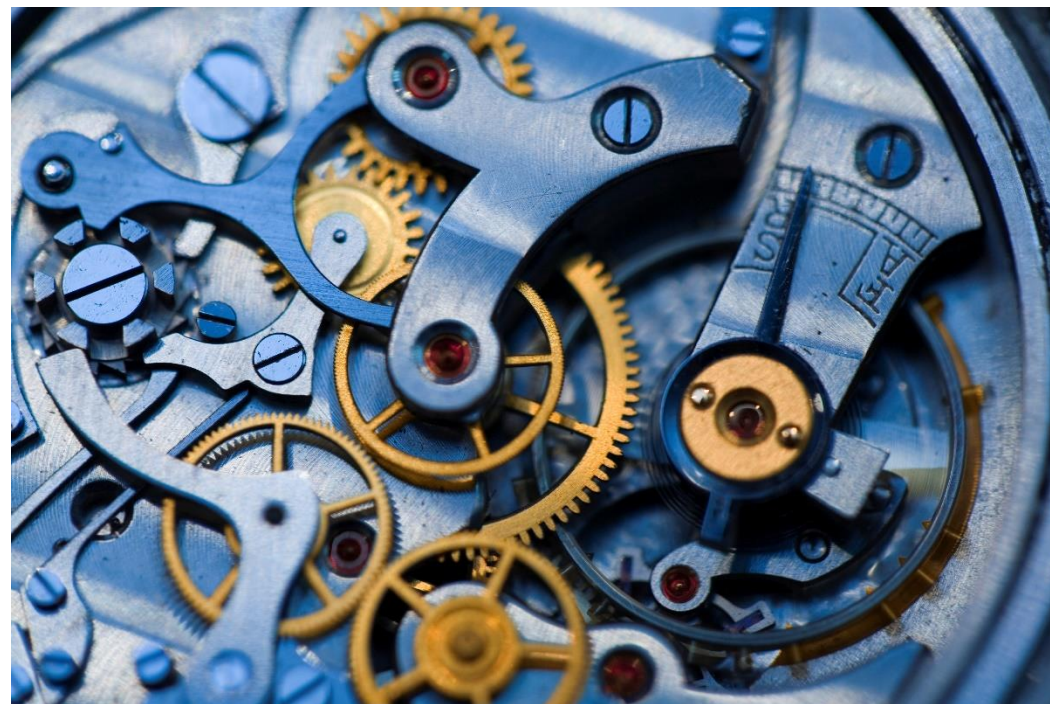
# TIME TRAVEL DEVICE

## PDSA Worksheet



# RIPPLE EFFECTS

*In the context of time travel, the **ripple effect** is the concept that changes made in the past create a series of cascading, exponential moments that spread through time, altering the present and future.*





# RIPPLE EFFECTS

## How they work:

- **Social contagion:** Emotions, attitudes, and behaviors can spread from one person to another through imitation and emotional contagion.
- **Observational learning:** Humans are adept at observing and imitating the actions of others.
- **Interconnectedness:** Every action has a reaction, and because we are interconnected, our small actions can have a significant, though often unseen, impact on those around us.

# RIPPLE EFFECTS

- **Small actions have a big impact**
- **Positive actions can inspire others**
- **Negative actions also have consequences.**
- **Change begins with small, manageable steps or actions.**
- **Confronting fear leads to growth.**
- **You have a greater influence than you realize:** Your words, actions, and even thoughts radiate outward, impacting the world around you in ways you may not always see. Recognizing this SUPERPOWER can encourage more intentional and positive behavior.

# RIPPLE EFFECTS

In human services, the numbers are often human beings. Or the data is measuring the work that humans are carrying out. Some considerations of ripple effects:

- ❑ **Are you putting people first? Acknowledge the context:** Always remember that data points reflect the lives, emotions, and experiences of individuals. Center your analysis and presentation around their needs, challenges, and aspirations.
- ❑ **Recognize the legal, cultural, and economic factors surrounding the data.** Data collected in a vacuum can lead to skewed interpretations and biased emotional responses.
- ❑ **Focus on the "why":** Don't just present the data; explain the emotional impact and the real-world implications of your findings. This helps the audience understand the significance of the insights.
- ❑ **Actively listen and ask questions:** Engage with the people generating and using the data to understand their perspectives and pain points. This ensures your analysis is relevant and valuable.
- ❑ **Recognize and mitigate biases:** Be aware of your own biases and assumptions, and challenge them during the analysis process. Ensure the data you use is representative and inclusive of diverse populations.
- ❑ **Ensure accessibility:** Make your data and visualizations accessible to people with vision, physical, or intellectual impairments.
- ❑ **Data storytelling:** Focus on the human element of the story. Always prioritize the well-being of the people represented in the data and strive to tell their stories without being manipulative. A good data story includes the "why" (context), the "what" (insights), and the "so what" (impact).



# TIME TRAVEL DEVICE

## Theory of Change Questions





# **DEDICATION** *Diane Curtis*



***“Be excellent to each other. Party on!”***

**Bill and Ted**



# Questions?



# **Thank You for Time Traveling With Me Today!**

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