

**ILLINOIS CONTINUOUS QUALITY  
IMPROVEMENT COMMUNITY GROUP**  
2016 HIGHLIGHTS

December 15, 2016

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Becky Schedin, Nexus Youth and Family Solutions  
Jackie Schedin, One Hope United

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**ABOUT THE GROUP**

- History: Revitalized in 2014 with the intention of bringing together CQI professionals
- Purpose: A community of human services professionals that promotes and enhances the value of CQI by providing opportunities for professional development, peer support, and collaboration
- Goals:
  - Increase access to CQI resources, trainings, and professional development opportunities
  - Provide support and collaboration and share data as well as promising and best practices
  - Enhance CQI capacity and value within programs, agency, and greater systems

**Impact:** Promote capacity to implement and sustain systems, processes, and activities needed to effectively use data-informed evidence to achieve positive stakeholder outcomes and manage organizational improvement efforts.

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**GROUP MEMBERSHIP**

- Grew from 51 members in 2015 to 140 in 2016
- Represents professionals from throughout Illinois in the following roles/areas:
  - Quality Improvement/Assurance
  - Executive Leadership
  - Program/Clinical Management
  - University partners
- Driven by Steering Committee
  - 10 members that plan and organize meetings, resources, and professional development opportunities

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## 2016 HIGHLIGHTS

- Expanded webinar options and hosted **5 meetings**:
  - *Building Teams, Engaging Staff, and Promoting Learning Culture*
  - *Introduction to Survey Monkey*
  - *Excel Basics*
  - *Data Analysis and Visualization*
  - *Illinois DCFS POS CQI Framework and Year in Review*
- Updated and maintained group **website**  
<http://cqi.cfr.illinois.edu/>
- Specialized **3-day Advanced Analytics Training** through Chapin Hall to Illinois POS agencies and DCFS
- Hosted second annual **2-day CQI Conference – In Pursuit of Quality: Achieving Impact**

## STEERING AND ADVOCACY

- Assisted in planning 2-Day **DCFS CQI Summit**
- Engaged Chapin Hall and IDCFS to offer **Advanced Analytics** course
- Partnered with IDCFS in development and deployment of **Joint DCFS POS CQI Framework**
- Collaborated with **university partners**, including Chapin Hall, Northwestern University, and University of Illinois
- Took steps towards implementing **governance structure** and **bylaws**, and designing **future directions**
- Began work to develop **subcommittees**:
  - Conference planning
  - Membership and Outreach
  - Outcomes and Impact

## CQI CONFERENCE BY THE NUMBERS

**Over 100 individuals**  
participated



**4 workshops**



**8 presentations**



**19 presenters**



**2 days**



**3 roundtables**



#### CONFERENCE TOPICS INCLUDED:

- *Lean: The Value-Adding Model of Continuous Improvement*
- *CQI to the CQI: An Opportunity for Establishing, Activating, and Managing Improvement Efforts through Reflection and Action Planning*
- *From Information to Impact – Unlocking the Power of Data through Effective Visualization, Reporting, and Communication*
- *Statistics Ain't Nothin' But Numbers – Using Excel to Understand Data in New and Exciting Ways*

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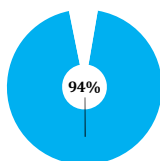
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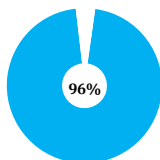
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#### 2017 CONFERENCE FEEDBACK

- 94% of survey respondents indicated the conference increased their knowledge and understanding of CQI processes



- 96% indicated they planned to attend the 2017 conference




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#### YEAR-TO-YEAR COMPARISON

This year's conference...	2016	2015
Increased my knowledge and understanding of CQI processes in general.	94%	89%
Gave me new and effective strategies to implement CQI and increase CQI capacity at my organization.	96%	89%
Gave me opportunities to network with other CQI professionals.	98%	84%
OVERALL, this conference met my needs and goals.	96%	89%
Number of Respondents	50	45

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## CQI GROUP - FUTURE TOPICS TO CONSIDER

- Data Management
- CQI 101 
- Assessment Tools
- Statistics and Analytics 
- Tools, Software, and Resources
- Benchmarking, Performance and Outcomes Indicators
- (Re) Accreditation 
- Survey Design and use
- Data Visualization and Communication 
- Data / CQI Advocacy
- Data-Driven Decision Making 
- Lean/ Six Sigma, other CQI methodologies
- Improvement Plans and Cycles 
- Multi-state, service perspectives

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## DISCUSSION – MOVING FORWARD...

- What about this group has been **most valuable** to you?
- What have been some of your **favorite presentation topics**?
- How has participation in this group **impacted your day-to-day CQI practice**?
- What **changes** would you like to see in the future?
- What do you want to **learn about**?
- What are you **able to share**?
- Would you like to **join the steering committee** or a **subcommittee**?

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## 2017 CALENDAR (MEETINGS ARE THIRD THURSDAY OF EVERY OTHER MONTH, 9:30 – 11:30)

Date	Topic	Location	Presenters
02/16/17	Logic Model/Theory of Change	Mercy Home – 1140 W. Jackson, Chicago	Mercy Home - Matt Plaska The Baby Fold – Deb Armstrong
04/20/17			
06/23/17			
08/18/17			
11/07 & 11/08	CQI Community Conference		
12/15/17			
02/15/18			

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THIS GROUP WOULD NOT BE POSSIBLE WITHOUT YOUR  
PARTICIPATION, ENTHUSIASM, AND FEEDBACK

**THANK YOU!**

- Melissa Curtis – [mcurtis@lawrencehall.org](mailto:mcurtis@lawrencehall.org)
- Becky Schedin – [rschedin@nexustreatment.org](mailto:rschedin@nexustreatment.org)
- Jackie Schedin – [jschedin@onehopeunited.org](mailto:jschedin@onehopeunited.org)



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