

Join us! How to get involved in the Illinois CQI Community

Friday, December 15, 2023
10:30 AM – Noon CST





Introductions in the Chat

1. Name
2. Organization
3. Role/Job Title
4. Location

Poll

How long have you been involved with the CQI Community?

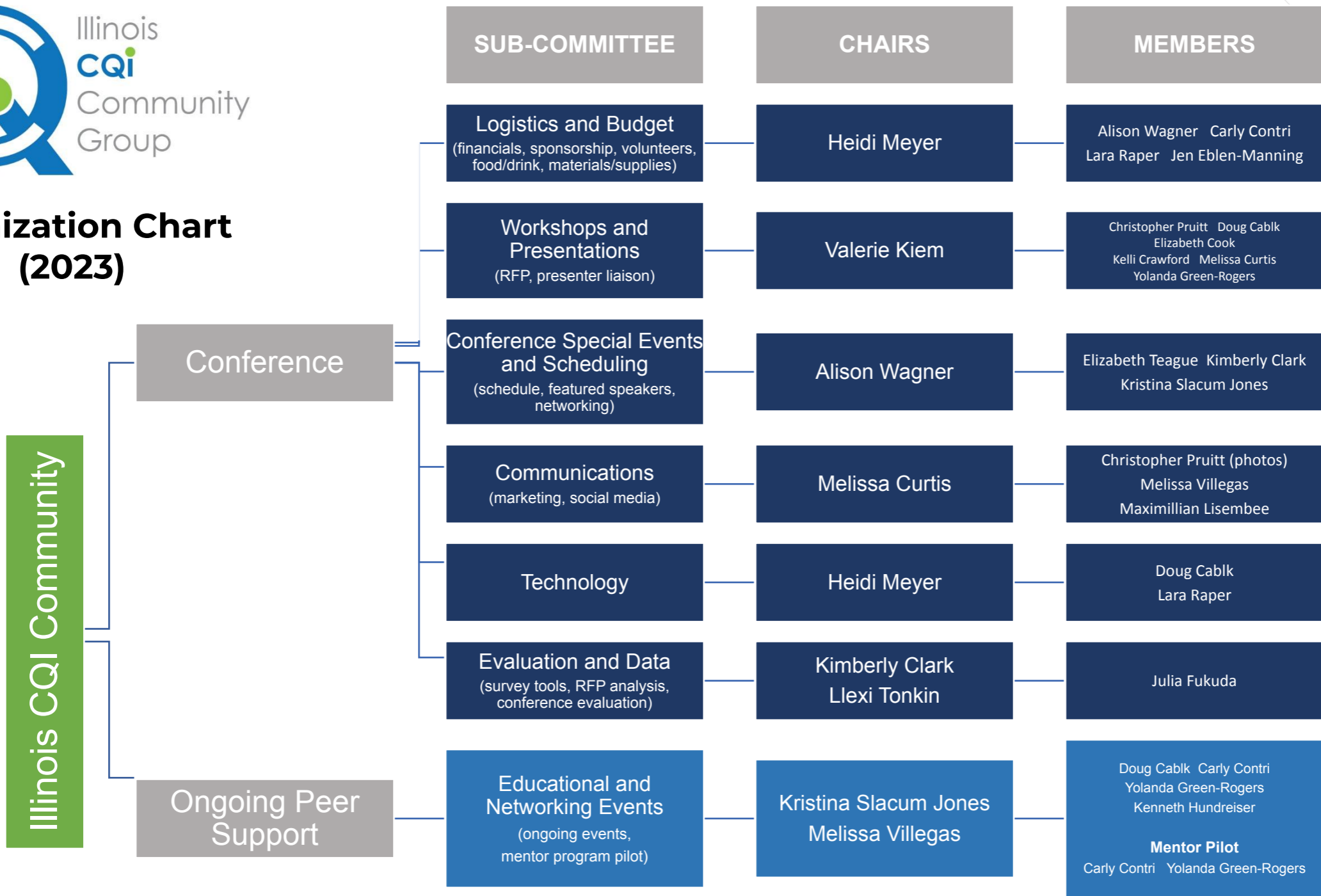
What is the CQI Community?



The **mission** of the CQI Community is to promote and enhance the value of Continuous Quality Improvement (CQI) through a community of human services professionals providing opportunities for professional development, peer support, and collaboration.



Organization Chart (2023)



What are the Benefits?

- Resume builder
- Networking
- Leadership Development
- Presentation Skill Practice
- Steering Committee Members receive FREE Conference Registration!



Ways to get involved:

- **PRESENTING**

- Present at an Ongoing Event
- Present at the Conference

- **MENTORSHIP**

- Become a Mentee
- Become a Mentor

- **ONGOING EVENT AND CONFERENCE PLANNING**

- Join the Steering Committee
- Join Ongoing Event Planning Committee
- Join a Conference Planning Sub-Committee



PRESENTING

- Ongoing CQI Community Events
 - Virtual
 - 50-100+ participants from across the U.S.
- Conference Presentation
 - Submitting an RFP
 - Co-presenting with a colleague or partner organization
 - Attend RFP Info Sessions in the Spring to get feedback on your idea before submitting an RFP




Suggested Topics from 2023

Suggested topics for the 2023 CQI Conference include but are not limited to the following:

Foundations of CQI	Organizational Readiness	Data Collection and Management	The Human Side of CQI
<p><i>Understanding what CQI is, what it can help your organization achieve and how to build or enhance CQI programming.</i></p>	<p><i>Building a case for CQI as a mechanism to demonstrate and sustain organizational strategic goals and the mission, while supporting effective service delivery.</i></p>	<p><i>Building capacity to make data-informed decisions that align with the strategic goals and mission of the organization.</i></p>	<p><i>Ensuring that CQI work is conducted with input from multiple perspectives and that those doing the work have the support they need to avoid burning out.</i></p>
<p>CQI 101: definitions, models, components of a CQI system, writing CQI plans, procedures, and processes; Plan Do Study Act (PDSA) cycles</p> <p>Developing a Theory of Change: program specification, logic models, program impact, outcomes-based service delivery models</p>	<p>Building a Data Culture: CQI structure, building CQI teams; staff buy-in, engaging leadership and staff, promoting a data and learning culture, investment in agency performance; involving administrative departments in CQI</p> <p>Building Capacity in CQI: data literacy, staff training in CQI (leadership vs. mid-managers vs program staff vs. CQI Teams), fostering a culture of organizational learning; running effective CQI meetings</p> <p>Closing the Improvement Loop: using data to improve performance; developing action and improvement plans; change management; project management</p> <p>Using Data for Performance Improvement: identifying patterns and trends, learning from the data, quality assurance vs. quality improvement vs. evaluation, aggregating and analyzing tools, using data to make decisions</p>	<p>Development of Metrics or Key Performance Indicators: developing performance measurement plans and key performance indicators, what data and why, identifying high quality performance measures, identifying data sources, managing layers of data</p> <p>Data Collection: surveys, records, templates, trending sheets, assessment tools, external reports and research</p> <p>Data Analysis Tools/Solutions: using technology for outcome and impact measurement; Excel techniques, Survey Monkey, Power BI, databases, online tools, open-source data; free online resources</p> <p>Data Visualization and Communicating CQI Results: data visualization techniques; disseminating and interpreting data reports for different audiences, creating data reports and dashboards, storytelling using data; marketing and branding CQI</p>	<p>CQI is for Everyone: ensuring equity and inclusion throughout the CQI process; expanding demographic representation; ADA considerations in data, engaging external stakeholders and communities; using CQI to make a positive and equitable impact; Diversity Equity and Inclusion (DEI) metrics</p> <p>Self-Care for the CQI Practitioner: self-care techniques, mindfulness, stress relief, how to handle resistance to CQI; how to recharge your CQI batteries; trauma informed CQI</p>

Why not?

- “I’m still new to CQI”
 - You still have something to contribute!
 - Consider presenting on other professional expertise you have that is relevant to the community (management, data analysis, accreditation)
 - “I’m not an expert”
 - Consider presenting on a specific aspect of CQI where you are most confident
 - Present on a specific project you have done
 - Teach a specific skill you have
 - “My organization cannot pay to send me to the conference”
 - Consider presenting at an ongoing event, most of which are virtual so no travel costs involved.
 - Borrow talking points from this guide to communicate the benefits of attending to your organization to propose inclusion in future a budget
 - “I’m too busy”
 - Consider co-presenting to share the responsibility
 - Be a panelist
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MENTORSHIP

The goal of the program is for participants to build mutually beneficial relationships that will strengthen skill sets and support career growth.



- Mentorship pairs will meet at a minimum monthly (virtually or in-person) over the course of 6 months
- Midpoint learning session held virtually
- Mentor and Mentee-only group check-in meetings

MENTORS: experienced quality improvement professionals from across the United States

MENTEES: newer quality improvement professionals with at least 1 year of experience

ONGOING EDUCATION AND NETWORKING EVENTS

- Plan virtual events (bi-monthly or more)
- Brainstorm session topics and identify/outreach to potential speakers
- Zoom invitation management
- Session descriptions and content for marketing communication
- Liaison to session speakers
- Work with UIUC SSW to offer CEUs for sessions
- Session evaluation for CEU-eligible sessions
- Coordinate day-of session logistics
- Collect materials to post to website



CONFERENCE PLANNING

- **Logistics and Budget**
- **Workshops and Presentations**
- **Conference Special Events & Scheduling**
- **Communications**
- **Technology**
- **Evaluation and Data**



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Logistics and Budget Committee

- Set the annual budget and costs
- Sponsorship
- Volunteer Coordination
- Food and Drink
- Conference Supplies



Workshops and Presentations Committee

- RFP creation, process and monitoring
- Work with the presenters on schedule, facilitation, supplies, needs
- Liaison with the chosen presenters prior to the conference to ensure successful presentation to fit with theme and audience
- Moderator instructions and facilitation
- Collect final conference presentations and handouts
- Send evaluation results to presenters



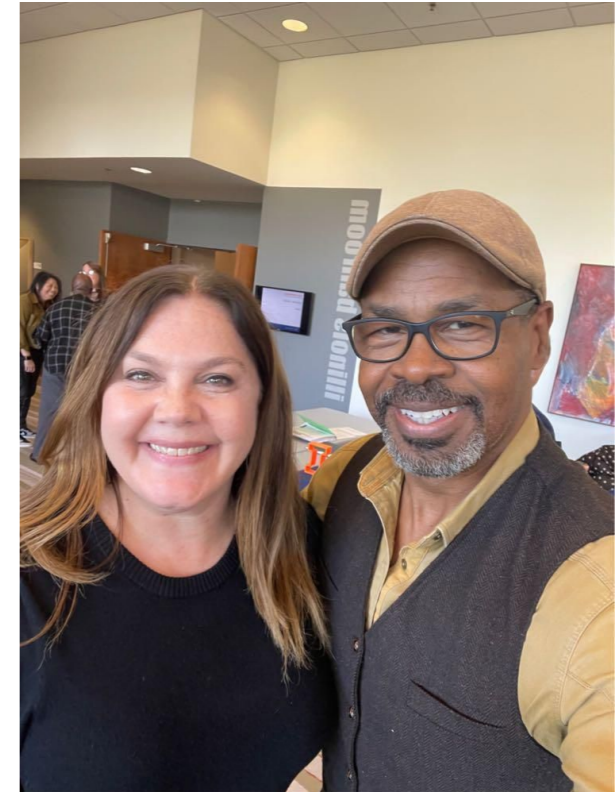
Conference Special Events and Scheduling Committee

- Facilitate the choosing of the overall conference theme and description of what the theme means
- Recruiter and Liaison with Featured Speakers
- Create the conference schedule
- Plan conference special events
- Build in networking opportunities at the conference



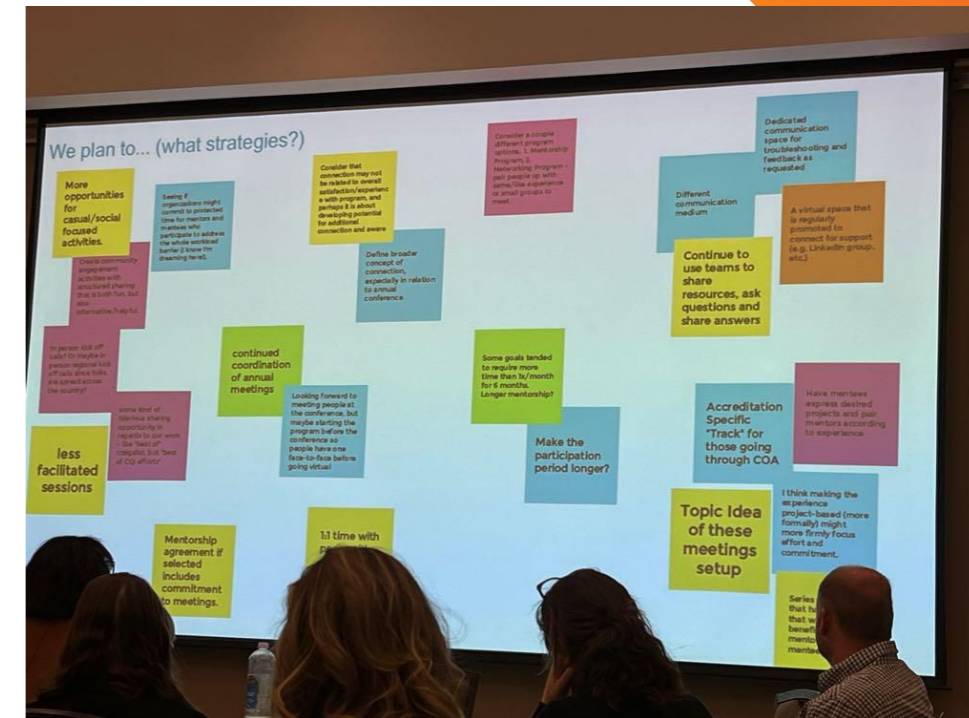
Communications Committee

- Design and send emails for all CQI Community and Conference events, RFP, sponsorship, thank you, and other updates (bi-monthly)
- Create conference materials for the website and app or booklet
- Maintain contact list in Constant Contact
- Liaison to U of I staff to update and/or redesign CQI website regularly
- Posts on social media (LinkedIn and Facebook) (bi-monthly)
- Secure photographer and photographs at the conference



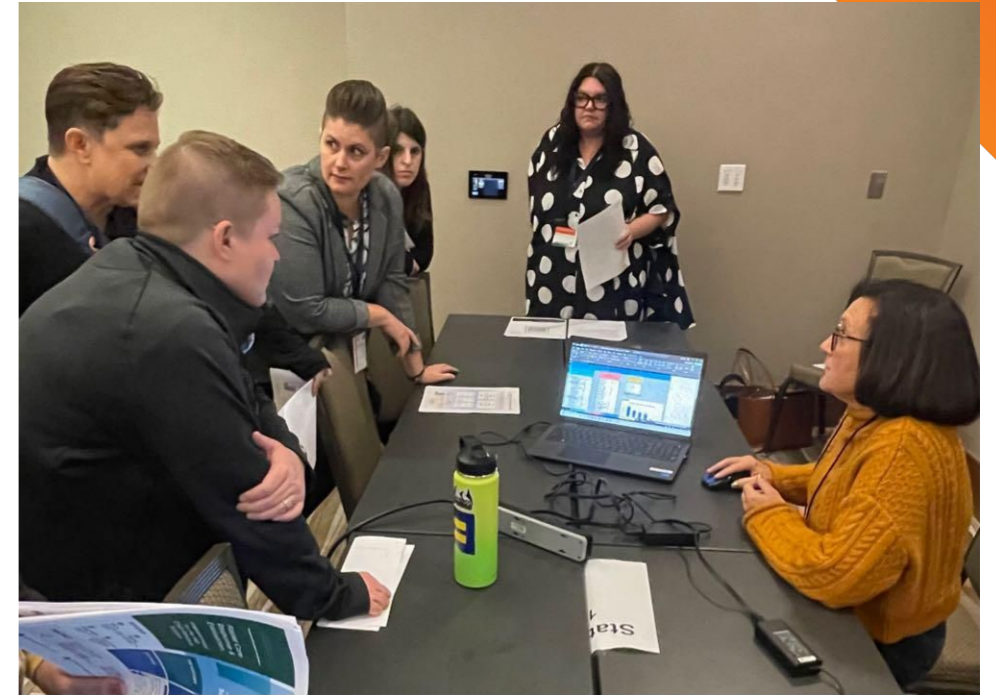
Technology Committee

- Liaison for Zoom and Whova
- Responsible for setting up Zoom accounts and passwords
- Provide technical support for any virtual events
- Provide technical support for in-person events and conference (organize presenter rehearsal, venue contact for floor plan and A/V equipment, etc.)
- Provide training and technical assistance to conference attendees on Whova Platform
- Organize and save recordings



Evaluation and Data Committee

- Design RFP rating system
- Aggregate and present results for RFP ratings
- Create evaluation tools for all events
- Aggregate and analyze evaluations from event
- Present results from evaluations to the Steering Committee
- Complete a summary report of the Conference for the University



Estimated Timeline

- January
 - CQI Community Conference Planning Kickoff
- February
 - CQI Community Event
- March
 - CQI Mentorship Program Pilot Kickoff
- April
 - CQI Mentorship Program Begins
 - CQI Conference Proposals Due
- May
 - CQI Community Event
- June
 - CQI Community Conference Meeting: Presentations and Schedule
- July
 - CQI Community Event
- September
 - CQI Community/Pre-Conference Event
 - CQI Mentorship Program Ends
- October
 - CQI Conference
- December
 - Post-Conference Event

Note:

- **CQI Committee Chairs meet every other week for 1 hour to coordinate efforts.**

Roles and Responsibilities - All Members

- Approximately 15 members
- Each member must chair or join one conference sub-committee
- Members are expected to attend the Annual CQI Conference, ongoing peer support opportunities, and participate in an agreed level of volunteer activities.
- Members are recruited on a volunteer basis
- Serving as a CQI Community committee member is more than an "honor." It requires leadership, representation and commitment. It gives the CQI Community visibility nationwide and enhances the opportunity for professional growth.

Committee *Chair* Responsibilities

- attend and provide updates during regularly scheduled virtual coordination meetings occurring every 2 weeks
- Committee Chairs are expected to convene their sub-committee as needed to facilitate the completion of the target goals of each committee. Meeting frequency to be determined based the needs of each sub-committee.

Committee *Member* Responsibilities

- Committee members are expected to participate in scheduled sub-committee meetings
- Support and provide meaningful work and time to the responsibilities of the committee. This requires work beyond just the committee meetings.

Q&A

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CQI Conference Kickoff Meeting

January 12, 2024

Illini Center (200 S. Wacker Dr., Chicago, IL 60606)

There will be a call-in option for those who are unable to attend in-person.



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