

Continuous Quality Improvement: USING DATA & INQUIRY TO IMPROVE LIVES

Root Cause partners with public and nonprofit organizations to strengthen the capacity of social service programs to practice continuous quality improvement. Using Root Cause's approach, programs work with their CQI coaches to take the following steps.

CQI Process For Social Service Programs



Lay the Groundwork

The path to practicing continuous quality improvement starts with a clear vision of what quality looks like and an understanding of how a program works.



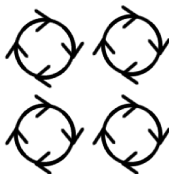
Assess Program Strengths & Challenges

Program leaders complete an online assessment that focuses on three areas: 1) Life Outcomes and Indicators; 2) Program Quality; and 3) Performance Measurement Capacity. The results of the assessment are the foundation for ongoing collaboration between program staff and Root Cause CQI coaches.



Set Improvement Cycle Priorities

Root Cause coaches review CQI Assessment results with program staff and together they identify opportunities for strengthening their practice.



Plan / Do / Study / Act (Repeat)

Root Cause coaches support program staff to implement Plan / Do / Study / Act (PDSA) improvement cycles that strengthen program capacity in priority areas. The PDSA cycle can be repeated as often as the program chooses to focus on various areas of the CQI Assessment.



Strengthened Capacity & Culture

Programs retake the assessment to gauge how their capacity has improved after an appropriate amount of time has passed since PDSA cycles have been completed. Successfully building and sustaining a CQI practice depends on creating a culture that fosters learning and a spirit of inquiry. Programs that excel collect and use data in ways that go beyond compliance with funder requirements or other external performance standards, and create time and space for staff to develop skills that support CQI practices.