

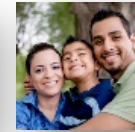
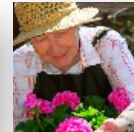
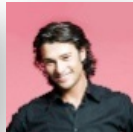
*Convening #2 -- June 25, 2015*

## ***CQI: What's In It For Me?***

*Building information-sharing strategies and a clear message to help our workforce understand the benefits of CQI*

Presented by:

***Peter Watson & Dawn Schoonhoven Scott***



PCWTA is a program of the Academy for Professional Excellence at San Diego State University School of Social Work in collaboration with our University partners, CSU San Bernardino, Loma Linda University and CSU Fullerton



# Agenda

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- Welcome & Introductions
- Southern CQI Update
- Statewide Update on CQI
- World Café Activity: Developing information-sharing strategies and building a clear message regarding CQI
- County Action Planning
- Evaluation

# Purpose

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- To support the development of Continuous Quality Improvement policies, processes and protocols across the Southern Region.
- To provide a basic overview of Continuous Quality Improvement and provide a forum for each county to share strategies, resources and existing efforts to develop CQI models.
- To provide technical assistance and subject matter experts to guide implementation of CQI.

# Learning Objectives

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- Assess current barriers and supports in your county with regard to developing information-sharing processes
- Assess current barriers and supports in your county with regard to developing communication and messaging strategies
- Review examples of work and templates utilized by other jurisdictions to support CQI implementation
- Share ideas, questions and resources across the Southern region counties

# Southern CQI Update Activity

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- Please identify one person from your county to share:
  - One action step you have taken that has moved your process forward or you feel most proud of.
  - What can you share with the other counties about:
    - What helped you do this?
    - What difference has it made or will it make?
  - Each county has 2-3 minutes to share their report out.

# Statewide Update

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- Update regarding CQI implementation across the state
- Update on Statewide CQI Steering Committee
- New information regarding the CFSR Federal Case Review trainings

# Examples from the Field

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- Question from a worker about case reviews: “What’s in it for me?”
- Communication
  - What you say is important
  - What you do, and how you do it, is critical
- Feedback
  - Tone
  - Timeliness
  - Clarity
  - Support for using data and information

# County Planning and Discussion

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- Using the pre-work handout, please discuss the key questions/barriers AND the key successes your county has encountered with regard to:
  1. Communication and messaging strategies related to CQI
  2. Feedback loops and information-sharing strategies related to CQI
- After you have answered the questions, write the key questions/barriers on individual sheets of paper (located at the center of your table).



# Discussion and Report Out

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- When you report out, please post each question/barrier on the sticky wall.
- Facilitators will group the barriers/questions into themes.
- The barriers/questions you have identified will be used as discussion topics for the afternoon activity.
- On your way to lunch, please place a sticker dot by your top 3 questions/barriers you would like to discuss this afternoon (vote for no more than 3).

# Lunch and Learn

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- Convenings are an opportunity to get to know your colleagues from around the region and share information and ideas.
- Try eating lunch with someone from another county to follow up on questions and ideas you heard about this morning.



# World Café Activity

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- We have identified several key questions related to each of our two priority topics and they are posted around the room.
- Identify your top three topics to discuss with others.
- We will have 3 rounds that will be 15 minutes each to discuss the topics and share strategies, ideas and resources to address the barriers.
- There will be a facilitator/note-taker in each group.



# County Action Planning Activity

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- Please identify 2-3 action steps you will take to move your process forward regarding each of the following priority topics:
  - Developing information-sharing and feedback strategies
  - Developing communication and messaging strategies
  - Be concrete! Who is going to do what and by when.

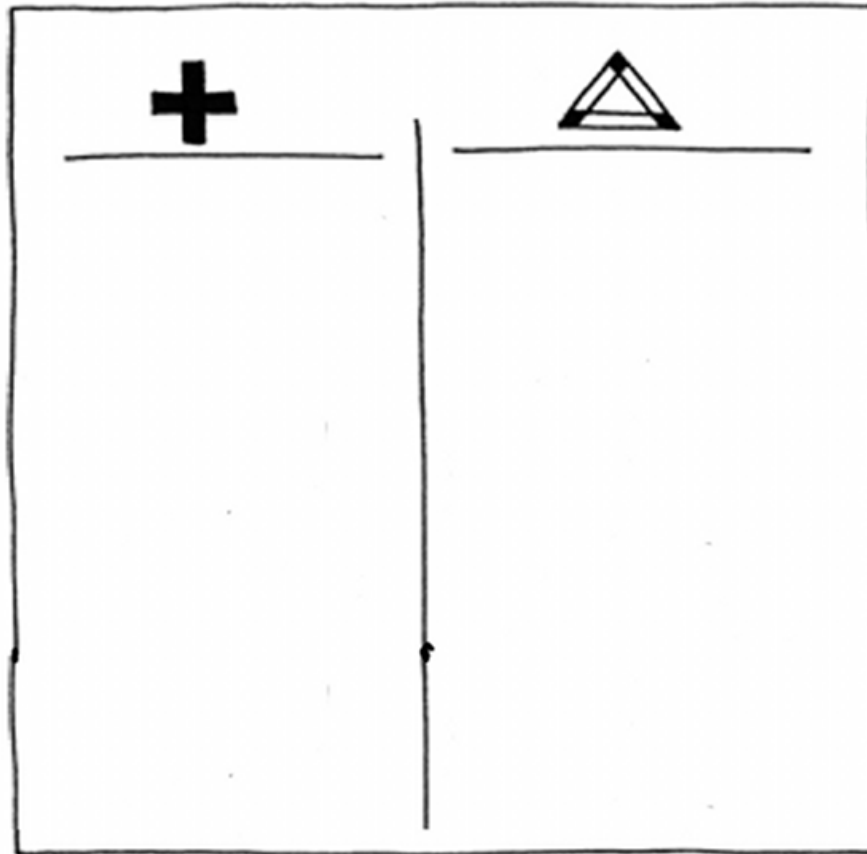
# Learning Collaborative Next Steps

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- What else do you need from us?
- Check in re: Asana
- Some ideas and resources include:
  - County profiles via webinar
  - County profile with another state or jurisdiction outside of Southern region
  - Individual technical assistance webinars with Peter

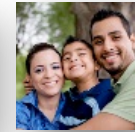
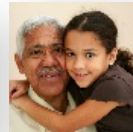
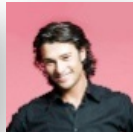
# Plus/Delta

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This presentation is brought to you by:  
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