Continuous Quality Improvement
Community of Practice

Session 5: How is CQI embedded in the development of training and professional development?

Host – Billie Young, BUILD Initiative Consultant
Welcome to the fifth session of BUILD’s CQI CoP

• This is our last group meeting. We’ll send an evaluation to inform future CoPs.
• Planning group for the conference pre-session
• CQI Track at the BUILD conference
Today’s Agenda

- Reflections on our last meeting—What are you thinking about as a result of our meetings? Any thoughts or questions you’d like to share?
- How is CQI embedded in the development of training and professional development?
- Evaluation and close
Our Conversation Sparkers

Lindsey Allard Agnamba  Muriel Wong  Susan O’Connor
Questions for Reflection

- What do we know about change and the change process? What are the differences and similarities with how programs, implementing partners and state systems go about the change process?

- What supports might each of the individuals (directors, TA and PD providers and system administrators) need in order to embed CQI in training and professional development?

- What is the current reality around professional preparation for program leaders and what training and support do they need to be effective agents for CQI? Same question for TA providers and for teaching staff. What do they need, in terms of PD to make the shift from action plan to CQI?

- How do we get from the current reality? What do we know/not know about what directors and TAs know about CQI and how can we use what they know to build on?

- How is data being used to fuel an ongoing quest for quality improvement in TA and professional development?
Levels of CQI

- State/Systems Level
- Implementing Partner Level
- Program Level
Profession Learning: CQI Process

• Focus is building capacity in and across the sectors
• Survey data on TA Standards, CQI culture and change used to ID strengths and new learning
• PD activities/topics and modality determined by group
Pennsylvania Translation of Data

Build on
- Professionalism
- Ability to develop relationships
- Communication skills

Focus on
- DAP across age groups
- Supporting change
- CQI approach with programs
Pennsylvania

PLAN
- Collect data on strengths and needs based on standards, CQI culture
- Use strength and needs data to develop PD focus
- TOOLS:
  - 1) Change Readiness Survey
  - 2) QRIS/CQI TA Survey

DO: Build Capacity
- Leadership sessions for building skills in supporting CQI with TAs/coaches at regions
- Webinars for TAs/coaches/directors on DAP and CQI
- Tools and resources for working TAs and programs

STUDY
- Leadership and TAs share what worked and tools that were effective PD, impact of working with program, children
- Identify success and unexpected (SWOT)—Hard to Reach, Hard to Serve

ACT
- Determine best practices and integrate
  - Manager CQI Series
  - Director Webinar Series
  - CQI state support created
Palm Beach Translation of Data

Build on
- Ability to develop relationships
- Understanding of adult learning
- Knowledge of DAP

Focus on
- Supporting change and CQI process
- Shared understanding about programs/agencies
### PLAN
- Collect data on strengths and needs based on standards, CQI culture, change
- Identify areas for new learning to develop PD focus
- **TOOLS:**
  - 1) Change Survey
  - 2) TA/CQI Survey

### DO
- Sector Manager Leadership Series
- TA PD–CoP every six weeks
- Sector CQI retreats
- Resources and tools shared

### STUDY
- Cross sectors use SWOT (Strengths, Weaknesses, Opportunities, Threats) to determine what is working, improvements within and across sectors

### ACT
- Determine best practices and integrate
- Cross-sector leadership develop and integrate CQI in new QRIS model
- Resources and tools to help build sector and cross sector work
Your Turn: Thoughts & Ideas
Kaizen

kai
gradual orderly change

zen
for the better

Involves everyone in the organization in small improvements using conventional knowledge and tools.

5-step CQI Process
1. Prep community
2. Create and prep CQI team
3. Collect data
4. Create action plan
5. Check on progress
Ways PA Has Customized ASQ

• 3-part training: regional cohorts or onsite
• TA Quality Advisors (QAs) are also the trainers and participants get PD credit for T&TA.
• QA’s receive CoP training and facilitate CoP for program leaders
• Time to build relationship and do a strengths-based readiness assessment
• Fidelity checklist
• QA’s monthly CoP touchpoint
CQI Online Modules: Building Change That Lasts

- Readiness and scaffolding
- Buy-in and stakeholders
- Relationship and strengths-based practice
- Dialogue and appreciative coaching
- Reflective practice
- Shared decision-making, setting priorities and building consensus
Questions & Comments
Evaluation and Feedback
For More Information

Debi Mathias, Director QRIS NLN
dmathias@buildinitiative.org

Billie Young, BUILD Consultant
billiey2011@gmail.com

CQI CoP Landing Pad
http://qrisnetwork.org/lt/continuous-quality-improvement-community-practice/overview

BUILD Initiative www.buildinitiative.org

QRIS National Learning Network http://qrisnetwork.org/