Building an Integrated CQI System: Strategies for Success from New Jersey

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Overview of Building Blocks

- Communication and Building Consensus
- Identifying Internal and External Experts
- Development of Organizational Structure
- Implementing Systems Diagnostic Tools
- Utilizing Quantitative and Qualitative Data
- Tracking and Adjusting
Communication and Building Consensus

- Shared sense of purpose - we are a learning organization
- Federal requirement for Statewide CQI Plan
- Develop a communications strategy with multiple components
- Communicate frequently
- Create Feedback Mechanisms
Identifying Internal and External Experts

- Assess system components and skills needed for different stages of the work
- Case reviews are good fit with practice experience, but need folks with process evaluation and data analysis skills
- Need to identify community partners who understand and support these efforts AND who can help you tell the story
Development of Organizational Structure

- Establish separate area of operations and identify leader
- Establish separate reporting line for performance management operations from the program operation side
- Dedicate resources to new structure so they can be nimble and able to do both ongoing and emergent work
Implementing Systems Diagnostic Tools

- Developmental process - *cannot do everything at once*
- Be open to looking at larger system issues and impact on practice - *ChildStat*
- Involve staff at all levels in CQI and create opportunities for them to inform change and planning - *Data Fellows*
- Establish processes to initiate when special concern is raised - *Targeted Reviews*
Using Quantitative and Qualitative Data

- Tends to be over-reliance on quantitative data when trying to assess system performance
- Need to develop capacity to collect and understand qualitative data
- Integrating both will help systems develop full understanding of their current strengths and opportunities for improvement
Tracking and Adjusting

- Need to have process to continually assess each aspect of the system and if it is helping the organization achieve its goal of becoming a learning organization/self-correcting
- When assessing the system features, include internal and external stakeholders
- Be willing to accept honest feedback
- Be willing to make adjustments
New Jersey’s CQI Framework

http://www.nj.gov/dcf/about/divisions/opma/CQI%20framework.pdf#page=1&zoom=auto,-99,692
Thank You!

Questions?

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