



## Continuous Quality Improvement Plan

**Background:** The Continuous Quality Improvement (CQI) Plan is a concept that came out of the business industry. Rather than creating a culture of blame if things do not go well, the focus is on a team approach to improvement that rewards the group when things get better. This CQI has been developed as a crucial part of the AVBBC governance to evaluate the processes taken in implementing the programs goals and objectives. It will help demonstrate the effectiveness and accomplishments of a job well done, and it will highlight areas of concern, which need improvement. In following this CQI, AVBBC will be able to intervene in areas that need strengthening within a timely manner.

### **Purpose:**

- 1. Monitor progress toward the Scope of Work/Objectives**
  - 2. Monitor Collaborative partnership standards**
  - 3. Assess Member satisfaction**
  - 4. Enhance capacity of collaborative & individual members**
  - 5. Establish and Maintain feedback mechanisms among collaborative partners**
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### **1. Monitoring progress toward the Scope of Work/Objectives**

- a. Require/monitor Monthly Reports and Activity Documentations from collaborative partners**
  - i. Written reporting system** –*By the 10<sup>th</sup> of every month all collaborative partners will submit a series of required activity documents which have been included in the new members' handbook.*
  - ii. Partner follow-up meetings** –*Once per quarter collaborative partners will participate in a one-on-one meeting with a lead agency representative in regards to partnership successes, compliance, and challenges. These meetings will be documented in writing and filed.*
- b. Review and discuss Midyear and Year-end reports with collaborative**
  - i. Pre-report** –*At least 1 month before report deadlines, preferably during a steering meeting collaborative will gather, review, and record grant year data and unmet needs.*
  - ii. Post-report** –*At least 1 month following the report submission, collaborative staff will update steering committee on report status, and begin assessment of the scope of work.*
- c. Reassess scope of work/objectives- Will be done annually by the steering committee.**
  - i. Identify responsible parties**
  - ii. Assess achievement of scope of work outcomes**
  - iii. Identify areas that have not been met and formulate an improvement action plan**

- d. Recording of monthly meetings (minutes) – *All collaborative and steering meetings will be recorded by AVBBC staff.*

## **2. Collaborative partnership standards**

- a. Reassess and update AVBBC written Governance, - *Once at the beginning of each new grant year, AVBBC management team will review/make any necessary changes to the governance and present them to the steering committee for approval.*
  - i. Expectations for attendance and participation
  - ii. Timeliness/Compliance with report requirements
  - iii. Part of AVBBC Membership Handbook & feedback loop – communications
- b. Reassess collaborative members Memorandum of Understanding (MOU) – *Once at the beginning of each new grant year, AVBBC management team will review/make any necessary changes to the MOU's, which will then need to be signed and filed.*
- c. Review and update core area committee assignments- *Each month core area committee leads are to report the status of the groups work during scheduled steering meetings.*

## **3. Member satisfaction**

- a. Administration of Wilder Inventory- *With the aid of First 5 LA, this survey will be administered twice per grant year.*
- b. Analyze/report back to the collaborative, Wilder results for info sharing purposes- *Within 1 month from receiving results from First 5 LA, AVBBC will discuss those results during the next scheduled steering committee meeting.*
- c. Action plan addressing areas of concern that are noted in the Wilder Inventory- *The steering committee will be responsible for the development of the action plan and should be implemented no later than 2 months following the review of the results.*
  - i. Implement action plan
- d. Collaboration Strengthening Activities- *Steering committee will oversee the development plan for ongoing activities designed to strengthen collaborative relationships. Plan to be developed.*
  - i. Annual Retreat
- e. Part of feedback loop

## **4. Capacity improvement of collaborative & individual members**

- a. Review best practices from both within and outside the collaborative- *Each core area committee will be responsible to review best practices. This will be a part of the MOU review conducted once in the beginning of each grant year.*
- b. Support meetings for various disciplines within collaborative- *All collaborative staff and members are requested to support all meetings which relate to the progress of AVBBC objectives and goals.*
  - i. Core Area committees
  - ii. Case Managers Multidisciplinary meetings
  - iii. Provider groups
  - iv. Other related community interest groups
- c. Develop mechanisms for sharing info/lessons learned with collaborative- *Steering committee to develop.*

- d. Review of case management caseload reports- *AVPH staff under the AVBBC program, will be responsible for record keeping and tracking of caseloads and will report counts to the steering committee quarterly.*
  - i. *In-house- AVBBC staff is to report caseload counts to management on a weekly basis*
  - ii. *Program wide- Partnering case managers are to report all client data, by submitting the appropriate client tracking forms to the AVBBC project coordinator no later than the 10<sup>th</sup> of the following month.*

**5. Feedback mechanisms (all parties responsible)**

- a. Develop periodic project activity report/newsletter- *Will be included in LABBN newsletter bi-annually and will be developed by AVBBC staff.*
  - i. *to be posted on website*
  - ii. *given to collaborative and community*
- b. Review Wilder inventory (see item # 3)
- c. Encourage usage of LABBN web forum- *AVBBC staff will post/share pertinent collaborative information monthly and encourage members during steering meetings to review.*
- d. Ensure on-going communication
- e. Media coverage for larger activities- *Periodically AVBBC staff; with the approval of the steering committee, will advocate for media coverage on important activities.*
- f. Review client satisfaction survey- *AVBBC Case Management Team to review client satisfaction bi-annually (before grant report deadlines).*
- g. Debriefing of meetings- *Following all meetings, AVBBC management will provide a short feedback tool, which will be administered to all meeting participants and discussed for improvement purposes.*

Feedback Loop Model:

