

## **Continuous Quality Improvement (CQI)**

1. Monitor progress toward Scope Of Work/Objectives
    - a. Annually reassessment of objectives
  2. Setting standards for collaborative partners (participation, attendance)
    - a. Establish meeting schedule
  3. Evaluate member satisfaction
    - a. Surveys
    - b. Assessments
  4. Activities to improve capacity of collaborative and individual members (recommendations, assessments)
  5. Develop feedback loop mechanism. Who is responsible for communication?
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1. Monitor Progress Toward Scope Of Work/Objective:
    1. Annually reassessment of scope of work/objectives
      - a. Identify responsible parties
      - b. Assess achievement of scope of work outcomes
      - c. Identify areas that are under-met and formulate improvement action plan
      - d. Require/monitor periodic reports from collaborative partners
  2. Setting Standards for Collaborative Partners
    1. Define 'Quality'
      - a. Expectations for attendance and participation
      - b. Timeliness/Compliance with report requirements
      - c. Part of feedback loop – communications
  3. Member Satisfaction
    1. Create or adapt member survey instruments
      - a. Include questions which capture individual agencies capacity increase
    2. Distribute/collect member surveys
    3. Analyze/report back to the collaboratives for info sharing purposes
    4. Part of feedback loop
  4. Improve Capacity of Collaborative and its Members
    1. Sharing best practices from both within and outside the collaborative
    2. Support meetings for various disciplines within collaboratives
      - a. Case managers
      - b. Doctors
      - c. Promotoras
    3. Develop mechanisms for sharing info/lessons learned with collaborative
  5. Feedback Loop
    1. Lead agency responsibility
      - a. Develop periodic reports and monitor reports
      - b. Feedback to members and discussion

- c. Develop/create survey instrument
- d. Ensure on-going communication
- e. Periodic reports to collaborative members (compiling from partners)
- f. Report to community

Feedback Loop Model:

