

CQI STATEWIDE COMMUNITY



Shining the Light
Leading the Change

Partners For Ohio's Families



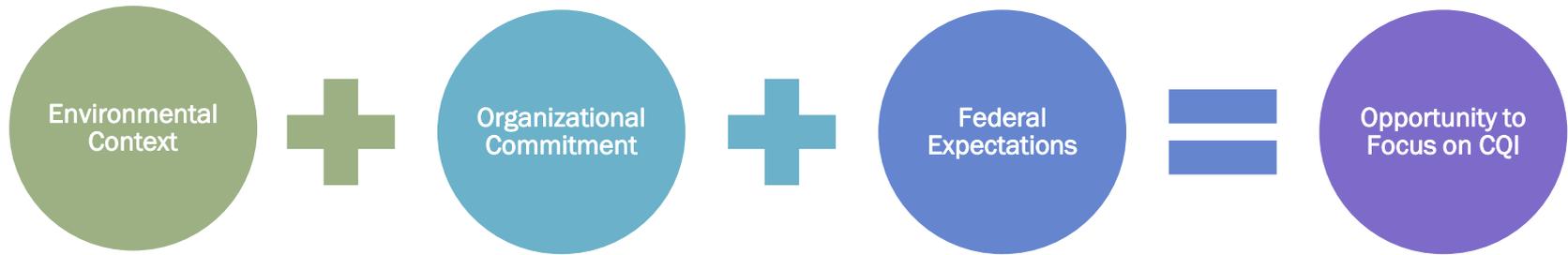
WHAT IT IS/WHAT IT ISN'T

- Continuous **cycle**, rather than a time-limited project
- May encompass Quality Assurance activities, but is oriented toward **learning and improvement** vs. compliance (no “gotcha” moments)
- Provides a **pathway** to becoming a learning organization or system
- **Goals** for Ohio’s CQI System:
 - ✓ Engage partners in a statewide CQI process
 - ✓ Support local CQI implementation activities

CQI ADVISORY TEAM



WHY NOW, WHAT BROUGHT THIS ON?



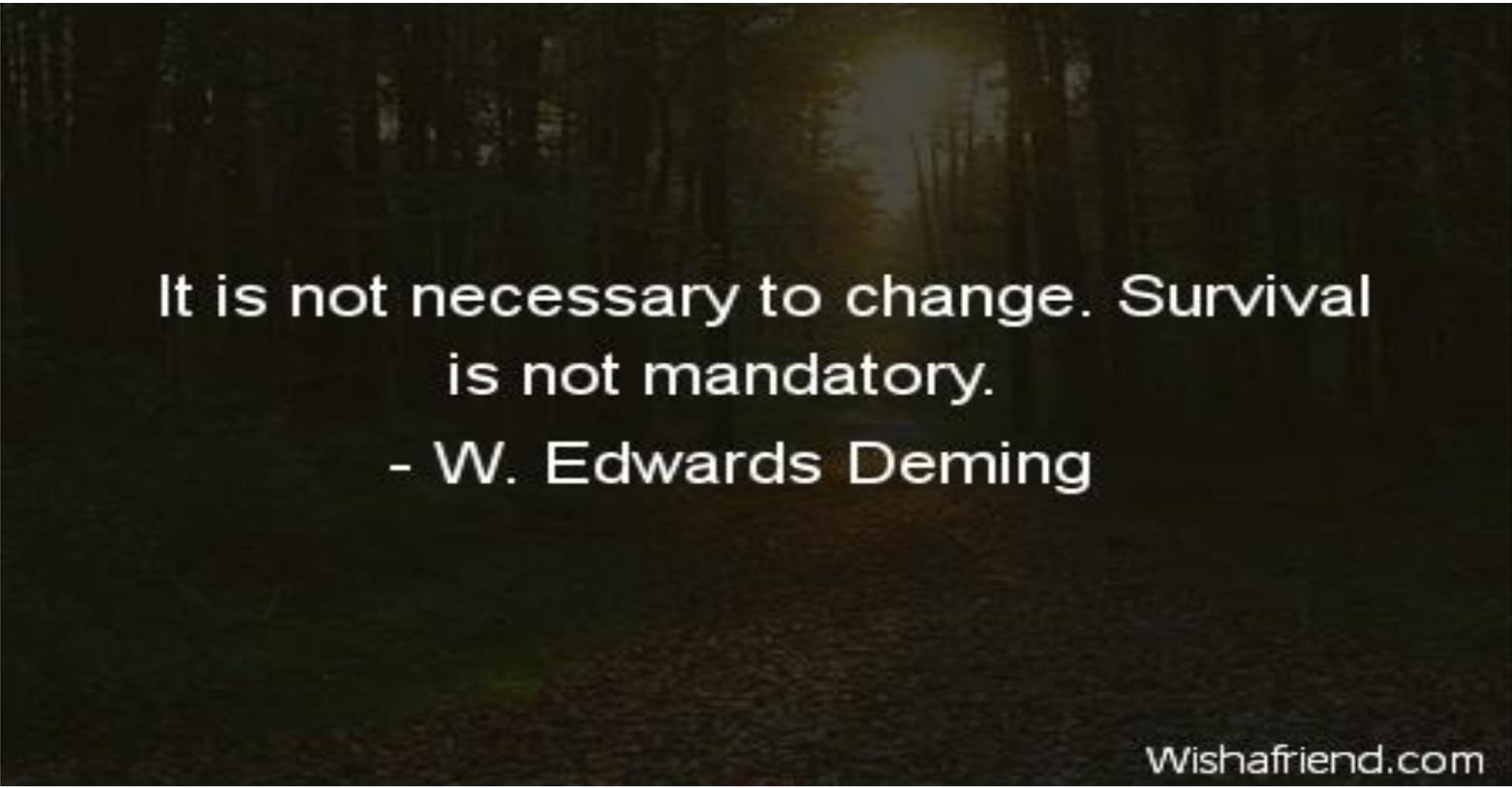
CONTINUOUS QUALITY
IMPROVEMENT (CQI)



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Leading the Change
Partners For Ohio's Families

Killing Good ideas- YouTube Video

<https://www.youtube.com/watch?v=ku4Ugw0IQ4Q>



It is not necessary to change. Survival
is not mandatory.

- W. Edwards Deming

Wishafriend.com

A word cloud on a dark background featuring the following terms:

- Outcomes
- Meeting
- Involve IQ
- Informed
- People
- Total
- Data
- Improvement
- Assurance
- Customers
- Performance
- Systems
- Focus
- TQM
- STUDY
- people
- Customer
- Deming
- PQI
- Quality
- Approach
- Process
- CONTINUOUS
- learning
- Cycle
- Driven
- Leadership
- Management
- Continuous
- aet
- Needs/Expectations
- Plan

CQI DEFINITION

C

- Continuous quality improvement (CQI) is:

Q

- the complete process of identifying, describing, and analyzing strengths and problems and

I

- then testing, implementing, learning from, and revising solutions

KEY PRINCIPLES

Data and information include both quantitative and qualitative sources and are gathered both formally and informally.

Data and measurement are not ends unto themselves. Data and information must be used to tell stories about what is happening in practice and policy.

CQI can support staff in improving their practice to ultimately improve the system for children and families.

CQI is about constant learning, not simply quality assurance or compliance.

CQI is dependent upon the meaningful and active engagement of staff at all levels, children, youth, families, and stakeholders.

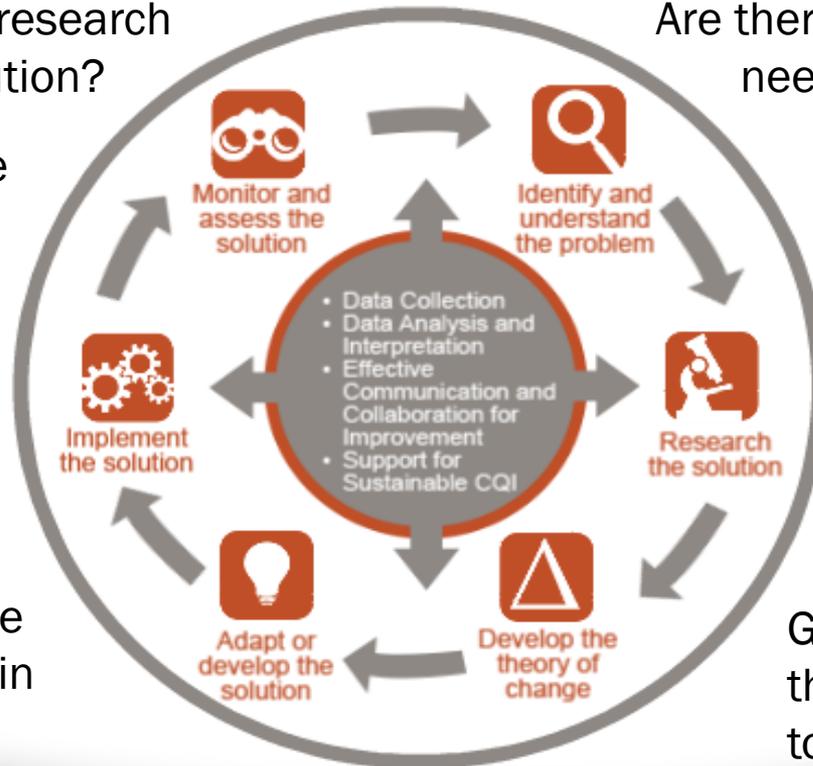
CQI CYCLE OF LEARNING AND IMPROVEMENT

Are we seeing improved outcomes?
If not, do we need to research
another possible solution?

What needs to improve?
Are there trends in our data that
need to be addressed?

Will we pilot the change
or just roll it out?
How will we ensure
consistency and
fidelity?

What does our
implementation plan
look like and how will we
make the change work in
our environment?



What is causing us to fall short? What are the underlying conditions causing or contributing to the problem? What are possible ways to address these underlying causes?

Given what we think is causing the problem, what can we do to solve it?

BUTLER COUNTY SAFETY HAZARD DOCUMENTATION

Browser tabs: http://sacwis-uat.odjfs.state.oh.us/sacwis/saveHazar, Ohio Intimate Partner Violence..., capital.edu, SACWIS - Person - Profile - ...

Navigation: home | search | help & training | log off

Logged In: Socialworker, Super [County Department of Job and Family Services]

Profile | Education | Medical | Employment | Military | Background | Delinquency | SACWIS History | help

Name: Case, Kid Person ID: 12406771 DOB: 05/05/2005

Add Safety Hazards

Available Safety Hazards:

- Contagious Disease
- Convicted of a Violent Crime
- Drug Activity
- Explosive Behavior
- Involved in Gang Activity
- Mental Health/Not Taking Medication
- Other
- Prior Threats To Agency Worker
- Sexual Predator
- Weapons in the Home

Selected Safety Hazards:*

- Domestic Violence

Buttons: Add >, Add All >>, < Remove, << Remove All

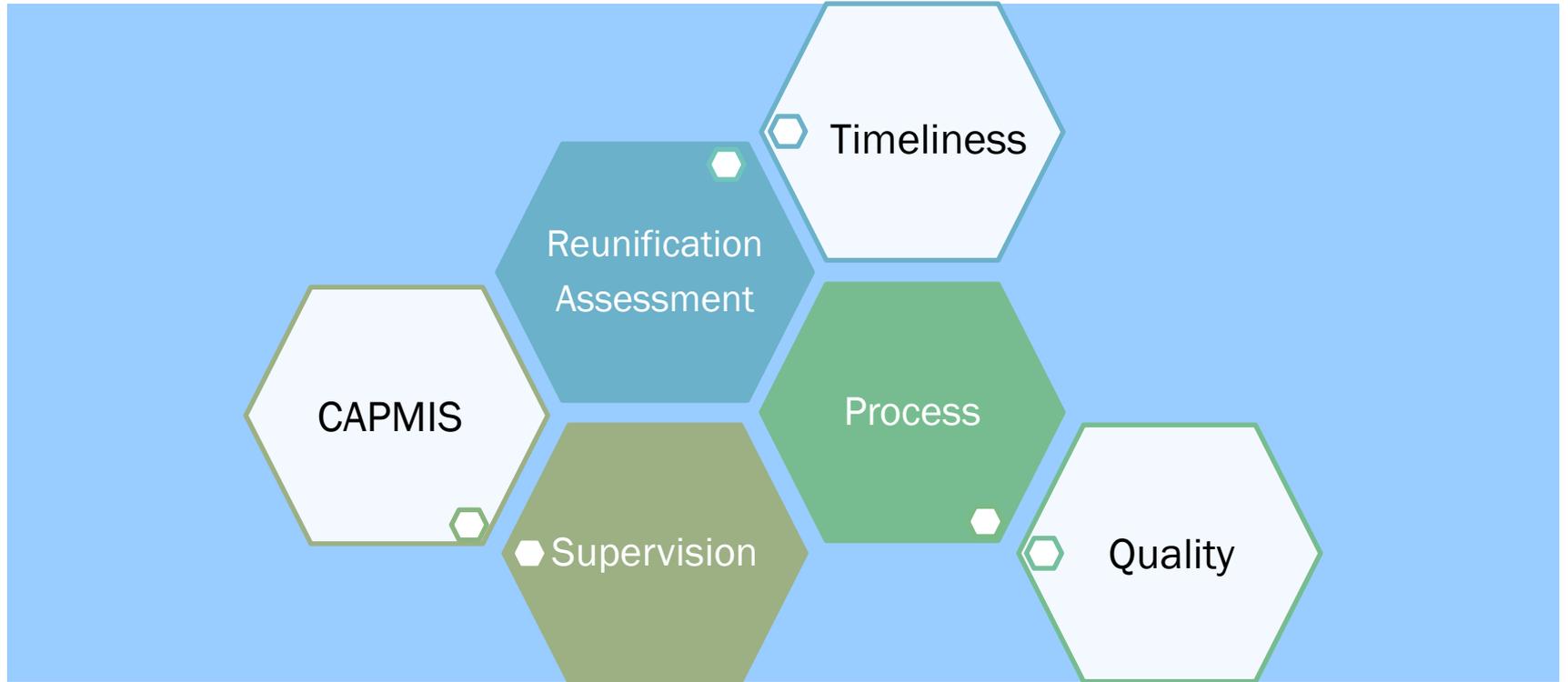
Safety Hazard Begin Date: *

Safety Hazard End Date:

Safety Hazard Narrative: *

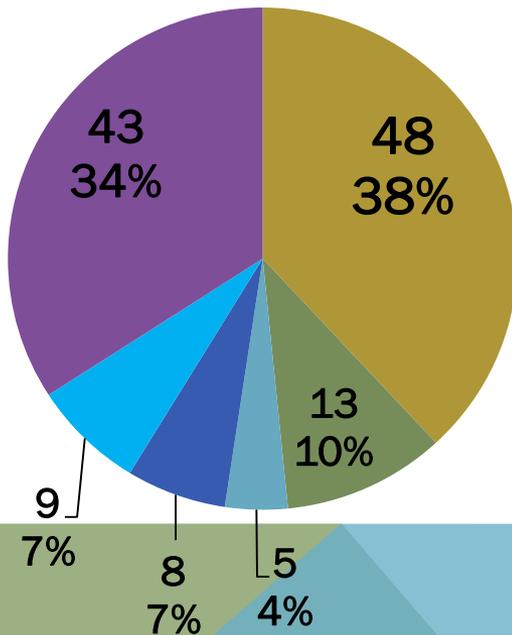
Spell Check Clear 4000

FRANKLIN COUNTY USING CQI TO IMPROVE

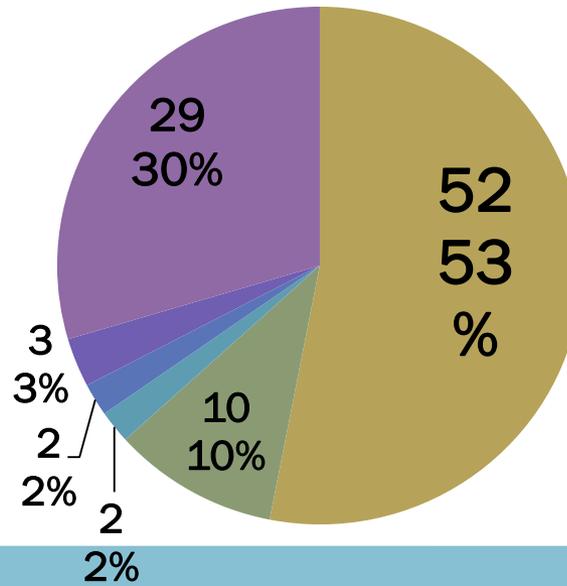


RA TIMELY COMPLETION IMPROVED!

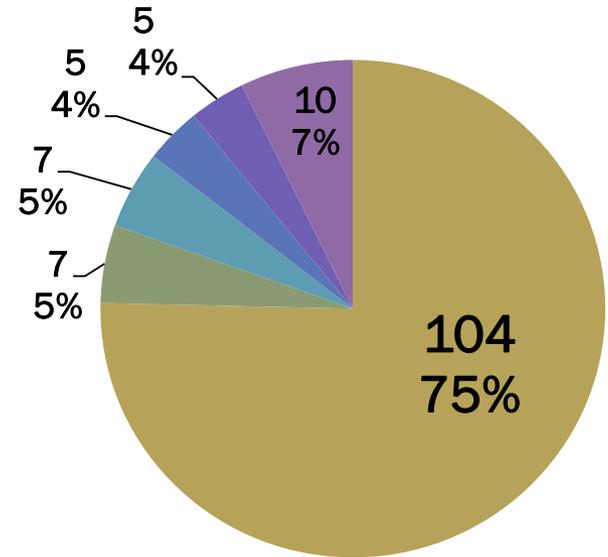
3Q2010



3Q2011



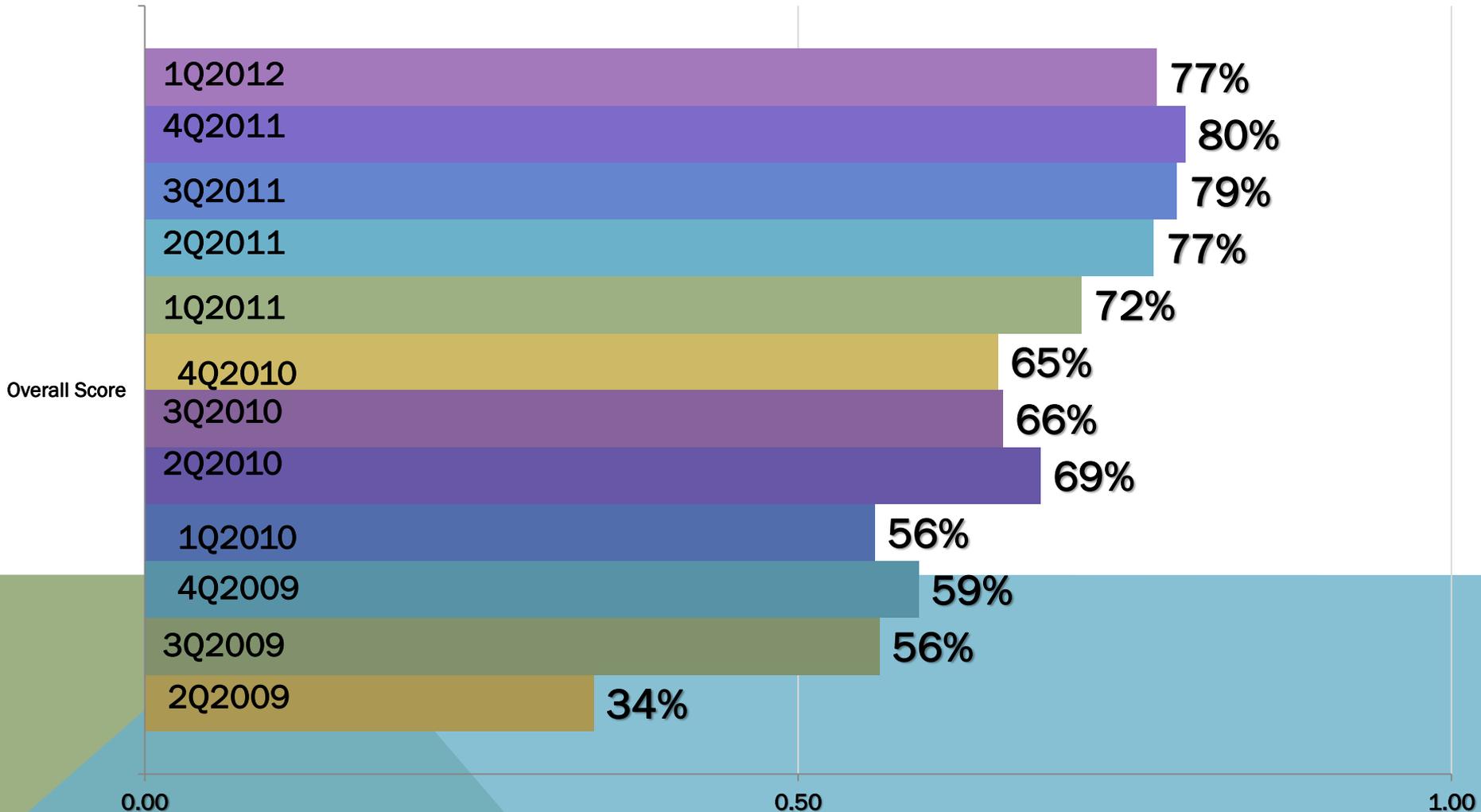
1Q2012



- RA Approval 0-30 Days Prior to Discharge
- RA Approval 31-60 Days Prior to Discharge
- RA Approval 61-90 Days Prior to Discharge
- RA Approval >90 Days Prior to Discharge
- RA Approval 1 to 30 Days After Discharge
- No RA Completed

RA QUALITY IMPROVED!

Overall Average Scores for 2Q 2009 through 1Q 2012



SPECIALIZED ALTERNATIVES FOR FAMILIES AND YOUTH



UTILIZING DATA TO IMPROVE OUTCOMES

SAFY Outcomes Scorecard
Quarter 1, 2015

Quality Indicator	Federal Standard	Internal Benchmark	Target	Quarter 4 2013 Score (1/1/13 to 12/30/13)	Quarter 1 2014 Score (4/1/13 to 3/30/14)	Quarter 2 2014 Score (7/1/13 to 6/30/14)	Quarter 3 2014 Score (10/1/13 to 9/30/14)	Quarter 4 2014 Score (1/1/14 to 12/30/14)	Quarter 1 2015 Score (4/1/14 to 3/30/15)	Progress Toward Target
CFSR – Placement Stability per 1,000 bed days (does not include SOAR Data)	4.12	1.60	1.44	1.45	1.52	1.59	1.83	1.38	1.35	106.67%
CFSR – Permanency in 12 Months for Children Entering Foster Care	40.40%	33.68%	37.04%	27.46%	23.67%	38.59%	44.98%	41.50%	39.00%	105.29%
CFSR – Permanency in 12 Months for Children in Foster Care 12 to 23 months	43.70%	44.04%	48.44%	42.13%	44.39%	47.03%	42.59%	36.90%	46.60%	96.20%
CFSR – Permanency in 12 Months for Children in Foster Care for 2 Years or More	30.30%	19.04%	20.95%	16.24%	24.51%	10.13%	25.29%	34.20%	37.20%	177.57%
WELL-BEING										
Clients Demonstrating Improvement	n/a	83.29%	91.61%	90.53%	87.73%	84.94%	69.94%	75.10%	67.70%	73.90%
Families Demonstrating Improvement	n/a	88.53%	97.39%	89.92%	91.05%	87.26%	85.92%	91.00%	91.82%	94.28%
SAFETY										
CFSR – Maltreatment in Foster Care per 100,000 bed days	8.04	1.03	0.00	1.12	1.12	0.93	0.93	0.89	1.05	
Medication Errors per 1,000 bed days	n/a	0.18	0.00	0.17	0.18	0.18	0.18	0.19	0.16	
Critical Incidents per 1,000 bed days	n/a	1.46	1.31	1.48	1.47	1.40	1.48	1.18	0.81	161.73%

below 85%
between 85 and 95%
above 95%

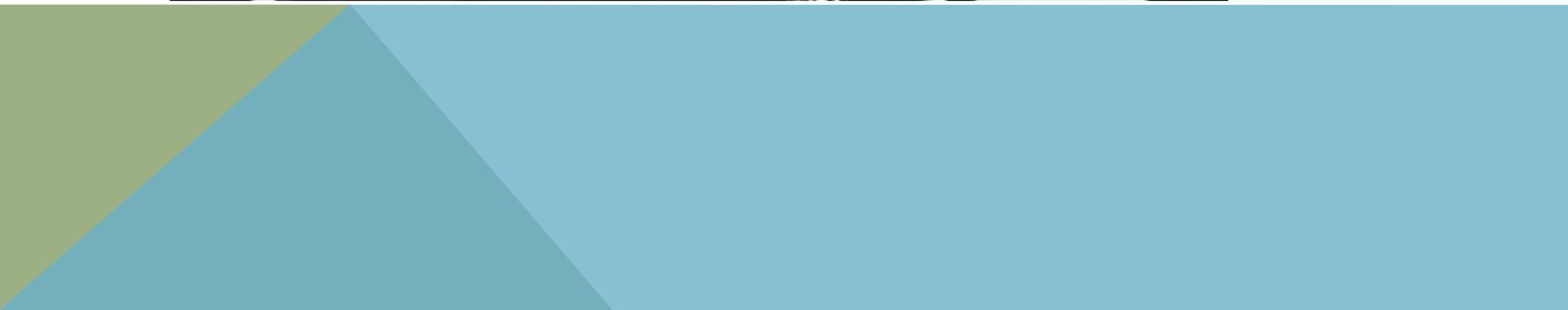
NEXT STEPS



- ❑ Statewide Webinar Series: What Would you like to hear about?
- ❑ Partnership Opportunities
- ❑ Survey: <https://www.surveymonkey.com/r/Z5JSNZY>
- ❑ Office of Families and Children, Continuous Quality Improvement (CQI) Page: <http://jfs.ohio.gov/ocf/CQI-Initiative.stm>
- ❑ First Friday: CQI Corner

“If you want something you’ve never had, then you’ve got to do something you’ve never done.” - Anonymous

QUESTIONS



THANK YOU

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