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?

Environmental Context + Organizational Commitment + Federal Expectations = Opportunity to Focus on CQI
Killing Good ideas- YouTube Video

https://www.youtube.com/watch?v=ku4Ugw0lQ4Q
It is not necessary to change. Survival is not mandatory.

- W. Edwards Deming
WHAT IS CQI?

Quality Improvement

Data

People

Total

Informed

Meeting

Outcomes

Involves ISO

Customer

Deming

Assurance

Customer

PQI

Process

STUDY

Approach

Continuous

Learning

Leadership

Management

PLAN

Needs/Expectations

Continuous

Cycle Driven

TQM

Focus

Systems

Performance

Customer

Quality

Improvement

Data

People

Total

Informed

Meeting

Outcomes

Involves ISO
Continuous quality improvement (CQI) is:

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

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

Given what we think is causing the problem, what can we do to solve it?
FRANKLIN COUNTY USING CQI TO IMPROVE

- Supervision
- Reunification Assessment
- Process
- Quality
- Timeliness
- CAPMIS
RA TIMELY COMPLETION IMPROVED!

3Q2010
- RA Approval 0-30 Days Prior to Discharge: 48, 38%
- RA Approval 31-60 Days Prior to Discharge: 13, 10%
- RA Approval 61-90 Days Prior to Discharge: 9, 7%
- RA Approval >90 Days Prior to Discharge: 5, 4%
- No RA Completed: 8, 7%

3Q2011
- RA Approval 0-30 Days Prior to Discharge: 29, 30%
- RA Approval 31-60 Days Prior to Discharge: 3, 3%
- RA Approval 61-90 Days Prior to Discharge: 2, 2%
- RA Approval >90 Days Prior to Discharge: 10, 10%
- No RA Completed: 5, 5%

1Q2012
- RA Approval 0-30 Days Prior to Discharge: 5, 4%
- RA Approval 31-60 Days Prior to Discharge: 7, 7%
- RA Approval 61-90 Days Prior to Discharge: 7, 5%
- RA Approval >90 Days Prior to Discharge: 10, 10%
- No RA Completed: 104, 75%

Legend:
- 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
Overall Average Scores for 2Q 2009 through 1Q 2012

- 1Q2012: 77%
- 4Q2011: 80%
- 3Q2011: 79%
- 2Q2011: 77%
- 1Q2011: 72%
- 4Q2010: 65%
- 3Q2010: 66%
- 2Q2010: 69%
- 1Q2010: 56%
- 4Q2009: 59%
- 3Q2009: 56%
- 2Q2009: 34%
SPECIALIZED ALTERNATIVES FOR FAMILIES AND YOUTH

SAFY
Preserving Families
Securing Futures
# Utilizing Data to Improve Outcomes

## SAFY Outcomes Scorecard
Quarter 1, 2015

<table>
<thead>
<tr>
<th>Quality Indicator</th>
<th>Federal Standard</th>
<th>Internal Benchmark</th>
<th>Target</th>
<th>Quarter 1 2013 Score (1/1/13 to 12/30/13)</th>
<th>Quarter 2 2014 Score (1/1/13 to 6/30/14)</th>
<th>Quarter 3 2014 Score (7/1/13 to 9/30/14)</th>
<th>Quarter 4 2014 Score (10/1/13 to 12/30/14)</th>
<th>Quarter 1 2015 Progress Toward Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>CFSR – Placement Stability per 1,000 bed days (does not include SOAR data)</td>
<td>4.12</td>
<td>1.60</td>
<td>1.44</td>
<td>1.45</td>
<td>1.52</td>
<td>1.59</td>
<td>1.83</td>
<td>1.38</td>
</tr>
<tr>
<td>CFSR – Permanency in 12 Months for Children Entering Foster Care</td>
<td>40.00%</td>
<td>33.68%</td>
<td>37.04%</td>
<td>27.46%</td>
<td>23.67%</td>
<td>38.50%</td>
<td>44.98%</td>
<td>41.50%</td>
</tr>
<tr>
<td>CFSR – Permanency in 12 Months for Children in Foster Care 12 to 23 months</td>
<td>43.70%</td>
<td>44.04%</td>
<td>48.44%</td>
<td>42.13%</td>
<td>44.39%</td>
<td>47.03%</td>
<td>42.50%</td>
<td>36.90%</td>
</tr>
<tr>
<td>CFSR – Permanency in 12 Months for Children in Foster Care for 2 Years or More</td>
<td>30.30%</td>
<td>19.04%</td>
<td>20.95%</td>
<td>16.24%</td>
<td>24.51%</td>
<td>10.13%</td>
<td>25.29%</td>
<td>34.20%</td>
</tr>
</tbody>
</table>

### Well-Being

| Quality Indicator                                                                 | n/a              | 83.29%            | 91.61% | 90.53%                                   | 87.73%                                   | 84.94%                                   | 69.94%                                   | 75.10%                                | 67.70%                                | 73.90%                                 |
|----------------------------------------------------------------------------------|------------------|-------------------|--------|------------------------------------------|------------------------------------------|------------------------------------------|------------------------------------------|----------------------------------------|---------------------------------------|
| Clients Demonstrating Improvement                                                | n/a              | 88.53%            | 97.39% | 89.92%                                   | 91.05%                                   | 87.26%                                   | 85.92%                                   | 91.00%                                | 91.82%                                | 94.28%                                 |

### Safety

<table>
<thead>
<tr>
<th>Quality Indicator</th>
<th>8.04</th>
<th>1.03</th>
<th>0.00</th>
<th>1.12</th>
<th>1.12</th>
<th>0.93</th>
<th>0.93</th>
<th>0.69</th>
<th>1.05</th>
<th>Below 85%</th>
</tr>
</thead>
<tbody>
<tr>
<td>CFSR – Malpractice in Foster Care per 100,000 bed days</td>
<td>n/a</td>
<td>0.18</td>
<td>0.00</td>
<td>0.17</td>
<td>0.18</td>
<td>0.18</td>
<td>0.18</td>
<td>0.19</td>
<td>0.16</td>
<td>Between 85 and 95%</td>
</tr>
<tr>
<td>Medication Errors per 1,000 bed days</td>
<td>n/a</td>
<td>1.46</td>
<td>1.31</td>
<td>1.48</td>
<td>1.47</td>
<td>1.40</td>
<td>1.48</td>
<td>1.18</td>
<td>0.81</td>
<td>Above 95%</td>
</tr>
<tr>
<td>Critical Incidents per 1,000 bed days</td>
<td>n/a</td>
<td>1.46</td>
<td>1.31</td>
<td>1.48</td>
<td>1.47</td>
<td>1.40</td>
<td>1.48</td>
<td>1.18</td>
<td>0.81</td>
<td>161.73%</td>
</tr>
</tbody>
</table>

Legend:

- **Red** below 85%
- **Yellow** between 85 and 95%
- **Green** above 95%
NEXT STEPS

- Statewide Webinar Series: What Would you like to hear about?
- Partnership Opportunities
- Survey: https://www.surveymonkey.com/r/Z5JSNZY
- 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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