

Plan, Do, Check, Act. Repeat.

The "Continuous Quality
Improvement" Process

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But first...

What's on YOUR minds?

(in other words, why did you attend THIS presentation?)

Total Quality Management

Quality Assurance

Total Quality Control

**Continuous Quality
Improvement**

CQI

- "Are there better ways to do things the next time around?...If yes, how?"
- "Kaizen" began in Japan ~1950 with efforts to rebuild after WWII and improve industry productivity
- Currently made famous by the Toyota production system
- Key elements of kaizen are quality, effort, involvement of all employees, willingness to change, and communication

The Purpose of CQI

...is to institutionalize the use of evaluation data for prevention strategy improvement.

{Program or Project Name and/or Priority Focus for this **Logic Model**}

INPUTS

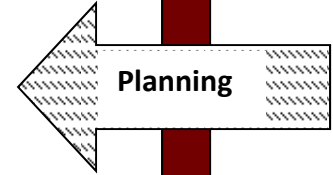
STRATEGIES

OUTPUTS

**SHORT-TERM
OUTCOMES**

**MID-TERM
OUTCOMES**

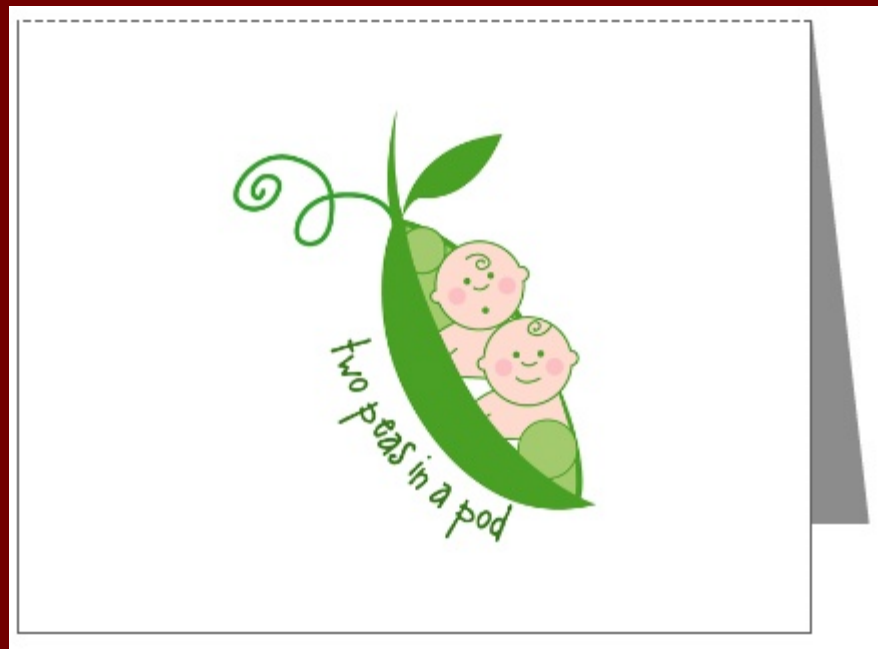
**LONG-TERM
OUTCOMES**



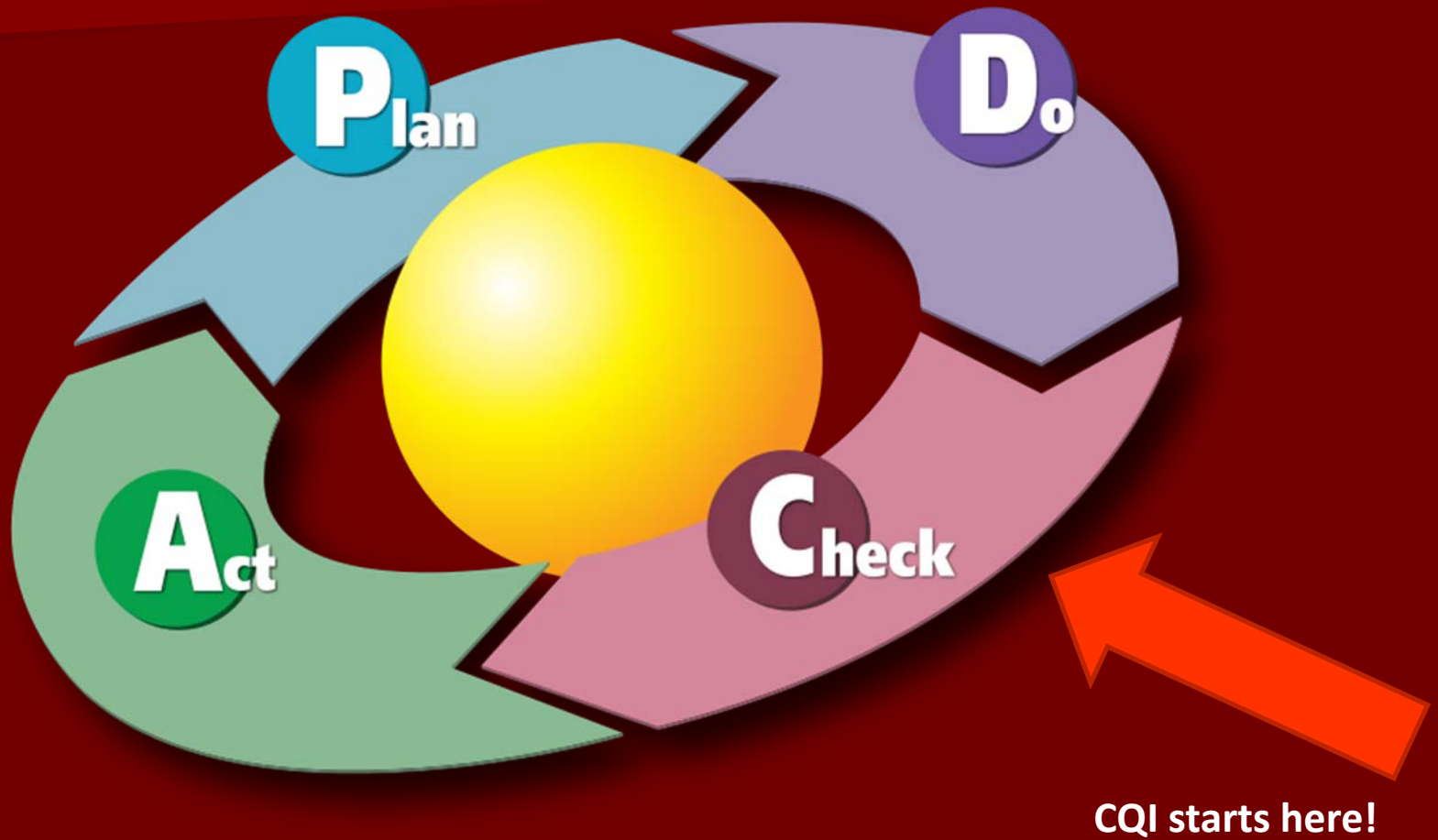
{Preliminary ideas on sources of data to document accomplishment}

Two "Peas in a Pod"

- Evaluation & CQI



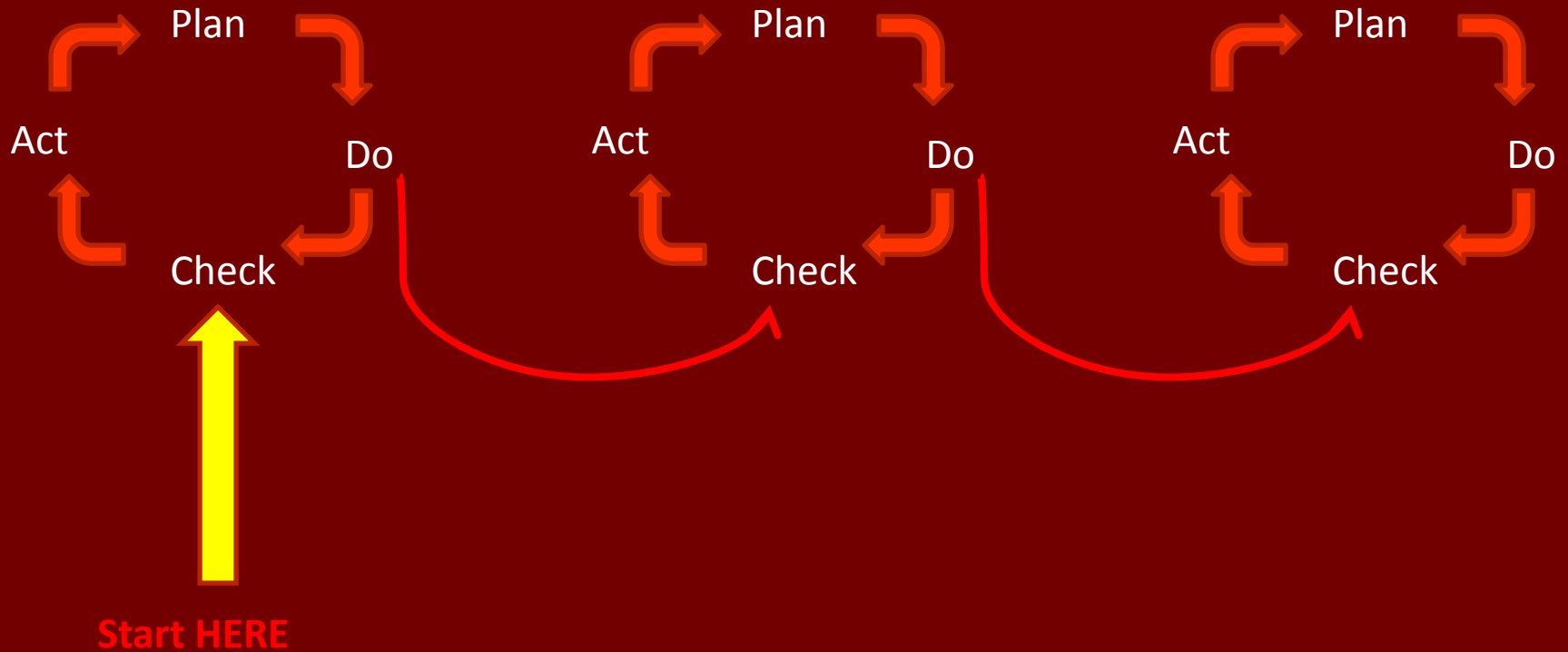
the PDCA cycle



Plan – Do – Check - Act

- PLAN: the (re-)consideration & documentation of intended outcomes, outputs, strategies, inputs & approach to (re-) evaluation
- DO: the implementation **and** evaluation of your (revised) prevention strategies
- CHECK: the discussions and analyses that go into comparing the evaluation findings to the original set of program goals & objectives
- ACT: involves *prioritizing and deciding* (as informed by the CHECK phase) which improvements will be tackled now.

CQI across Time



Evaluation Plan Worksheet

Focus -which program or aspect? -process or outcome eval?					
1. Questions What do you want to know?	2. Indicators -Evidence How will we know it?	3. Data Collection			
		SOURCES Where can we get this information?	METHODS How will we gather the information?	SAMPLE Who specifically will we ask?	TIMING When should we gather this information?
1.	1.a b c				
2.	2.a b				
3.	3.a b c				

4. INSTRUMENTATION:

What tools do we need to gather this and how will we find or create them?

5. STANDARDS:

What will we consider as "good"?

6. ANALYSIS / INTERPRETATION:

How will we make sense of the information?

7. APPLY:

How will we communicate & use our findings?

The basic PROCESS evaluation question:

Are we implementing our program HOW we intended to?

- HOW = approach & quality

The basic OUTCOME evaluation question:

Are we seeing the EFFECTS we intended from our program?

CQI Planning Worksheet

	Evaluation Question:	Findings:	Main ideas from CHECK (PDCA):	Main Actions from ACT (PDCA):
	<i>(from Evaluation Plan)</i>	<i>(from Evaluation Results Report)</i>	<i>Are there better ways to do things the next time? If yes, what are they?</i>	<i>What improvements are we going to attempt at this point in time?</i>
Process Evaluation				
Outcome Evaluation				



Go to logic model, goals, objectives, evaluation plan, & work plans

{Program or Project Name and/or Priority Focus for this Logic Model}

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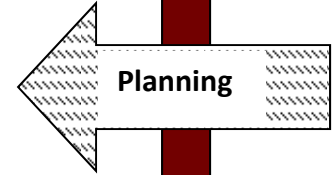
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So, thinking about YOUR program...

- Take 5 minutes to consider & pick one of these options:
 - 1) think of an actual evaluation result from your work or an evaluation you know about
 - 2) think of a hypothetical or predicted evaluation result from your work or an evaluation you know about
 - 3) use Julie's example (next screen)

Julie's Example

- You are: a Violence Prevention program serving a multi-county, mostly rural area
- Process Evaluation Question:
Do our current partnerships include all the relevant voices we want at the table?
- Evaluation approach taken:
Conducted several interviews & reviewed the literature for best practices in coalition-building
- Your Findings: Interviews
 - Almost all knew of your organization & its work
 - Several were not aware of your goals in addressing shared R & P factors for violence
 - You made some new contacts among area leadership & learned of 2 related area projects you did not previously know of
- Your Findings: Literature
 - “Buy-in” from organizational leadership is essential
 - Collaborative goals must be clearly articulated & understood by all parties

Now, in Groups of three...

- Share the example you selected (evaluation question & findings)
- Discuss how you might complete the last two columns on the CQI Planning Wksheet
- ~20 minutes for this

Questions & Discussion

Thank you!