Identifying Strengths and Challenges in Your Community’s CQI Process

Directions: Check mark for those that are strengths, X for those that are a challenge, and identify which step (1-5) is the most challenging for your system.

1. Decide What to Measure and Why
   - My community’s goals are clearly stated
   - These goals are tied to specific, measurable outcomes
   - Various constituents were involved in identifying these goals and outcomes
   - My community regularly revisits these goals to see if they are still appropriate

2. Identify/Access Information Sources
   - My community is collecting the information we need to know if we are meeting our goals
   - My community can add to/modify what we are collecting to meet our needs
   - Another agency or partner is collecting the information and we may be able to share
   - We need to identify/create new tools to collect the information we need

3. Review Information
   - Various constituents are involved in reviewing evaluation data
   - People who can make needed changes are involved in the process in all steps
   - Findings that may result in changes are translated into actions
   - There is a clear process for conveying information to policy-makers
   - There are regular or frequent opportunities to share data with constituents

4. Take action and make modifications
   - Evaluation data are used to make decisions about how to improve our system of care
   - Responsibility for making specific changes is clearly assigned
   - A timeline for making specific changes is clearly established
   - Plans for ongoing assessment of the impact of any changes are clearly laid out
   - Technical assistance (TA) resources are accessed as needed to help determine appropriate action steps

5. Assess Impacts and Next Steps
   - There is a clear process in place to assess whether changes are having the intended impact
   - When changes are effective, our community chooses other areas to focus on for improvement
   - When changes are not effective, our community considers what additional changes might be needed
   - When changes are not effective, my community considers other factors affecting the ‘issue’ and adjusts expectations or data collection as necessary