

Continuous Quality Improvement Toolkit

A Resource for Maternal, Infant, and Early Childhood Home Visiting Program Awardees

Module 1 Facilitation Guide: Introduction to CQI

Purpose/Goals: The purpose of this training module is to provide an overview of Continuous Quality Improvement (CQI) along with its utility and benefits. It also describes the difference between Quality Assurance (QA) and Quality Improvement (QI).

Time: About 45 minutes total (20 minutes of content and 25 minutes of activities).

Format: This presentation is intended to be given in person but can also be delivered via webinar if necessary. We recommend that participants sit with their agency in small groups of four to six per table. Coaches should float between tables and connect with each agency team.

Equipment: An in-person training will require a laptop and projector to deliver this presentation. This training can also be conducted via Webinar, which would require a Webinar service, laptop, and telephone.

Materials:

- PowerPoint slides — The notes section of the PowerPoint slides contains talking points to use during the presentation. A copy of the slides may also be provided to participants.
- *QA vs. QI: What Is the Difference?* — This handout provides a brief overview of the content covered during the QA vs. QI portion of this module. The notes on Slide 18 direct the participants to the handout as a reference to use after the learning session.
- *QA vs. QI Quiz* — The quiz handout is an activity to differentiate between QA and QI. See instructions below on how to facilitate this activity.

General Topics Covered:

- What is CQI?
- Why do CQI?
- What is the difference between QA and QI?

Introduction to PowerPoint Activities and Participation. When the icon below appears, participants will be engaged.



Activity: What does quality mean? (Slide 7)

- At this point in the presentation, start a discussion about what quality means. There are no right or wrong answers. This activity allows the participants to begin thinking about their agency's internal culture of quality.

Activity: QA vs. QI Quiz (Slides 23-24)

- **Introduction:** This activity will allow participants to apply principles covered during the presentation to distinguish between QA and QI activities.
- **Time:** About 15 minutes.
- **Instructions:** Distribute the QA vs. QI Quiz handout. Read each question aloud, give a moment for participants to write an answer on their handout, and then ask the group to call out a response. When the slide appears, the red checks will not be visible. After the participants indicate their first answer, click "Enter" for the first check to appear. Only click once or multiple checks will appear. Use the facilitator notes to walk through the content and facilitate discussion.
 - Remember to pause after asking a question and allow participants to write an answer on their handout, and then respond as a group. After responses are shared, provide the correct response from the talking points. If a participant correctly identifies answers to the questions, reinforce his or her statements and reiterate the points.

Activity: QA and QI Experience (Slide 25)

- **Introduction:** Distinguishing QA and QI during implementation can be difficult. By reflecting on individual experiences, participants can identify how their agency can progress from QA towards QI.
- **Time:** About 10 minutes.
- **Instructions:** First, ask participants to fill out the two questions at the bottom of the QA vs. QI Quiz handout to get them thinking about QA and QI initiatives at their agency. Then, ask participants to work within individual agency groups, and request that they consider the questions on Slide 25 in the context of their specific agency. Give them about 5–10 minutes to discuss their responses as a group.
 - Remind participants that there are no right or wrong answers.