

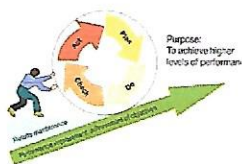
## Using ROMA for Continuous Quality Improvement

The Impact of a Results-Oriented

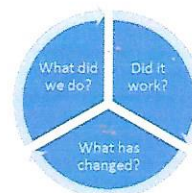
## Continuous Quality Improvement

- CQI works within the larger framework of performance management, to engage staff in monitoring the implementation of programs to accomplish the organization's goals.
- CQI means
- Figuring out something that can be done differently.
  - Applying the new action.
  - Following up the implementation with more describing and analyzing and learning and revising solutions.

## Continuous Quality Improvement



**CQI is an ongoing cycle of collecting data and using it to make decisions to gradually improve program processes.**



**Have we ended poverty yet??**

## Data Must Be Useful

- Not all data at your disposal will lead you to improvements.
- Too much data can hamper your understanding.
- You must be careful you don't find yourself being led in a direction you don't want to go by data you don't need.
- Data is only as valuable as the insights you can draw from it.



## Data Quality

**Be sure you have the "right" data, And be sure the data can be trusted.**

Complete    Timely  
Reliable    Accurate

## A Series of Questions You Want To Answer With Your Data

Did we do what we thought we would do?

Did we serve the population we thought we would serve?

Did we make an impact on the identified needs?

Can we tell what services (or set of services) produced the best opportunity for results?

Are some populations achieving outcomes at different rates than others?




Did we recruit and enroll sufficient numbers to allow us to achieve our target outcomes?

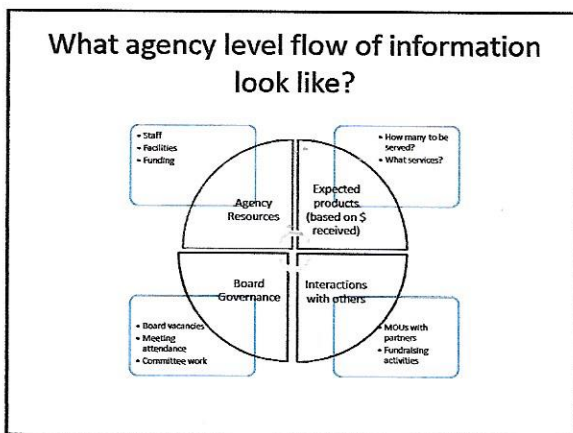
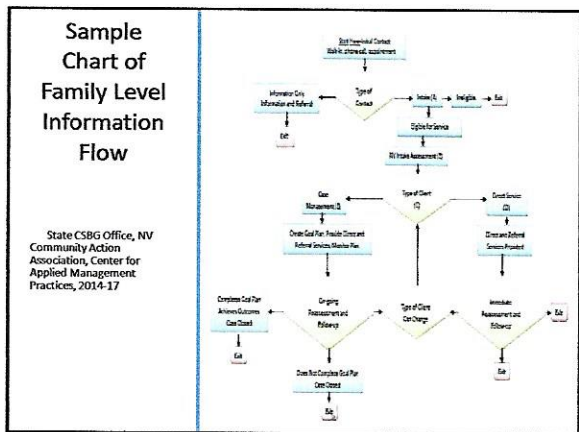
Do we need additional resources?

Was there something unexpected that influenced the outcomes?

## Good Data Relies on Good Measurement Tools

Measurement tools are the **documents** that will provide the data about your outputs and outcomes.



## Collected Data Is Turned Into Reports

If the reports are confusing to read, it can create more questions than answers

If there is too much data, essential elements could be missed

If the data isn't sorted, you may be flipping through pages to find what you want to know

### Things to Consider

**Quality of the data**

- Accuracy, completeness and timeliness of the data included in the report

**Presentation of the data in the report**

- Is it easy for the reader to find data that is important to him/her?

**Usefulness of the data**

- Is it relevant to the task of managing the program/service? Do I have access to the data when I want/need it?

**Performance Focus**

- Does it include data on outcomes and performance as well as services?

**Before setting targets for FY 20, consider: Customer Success**

- **FY 16:** 30/50 projected to obtain employment.
- **Actual:** 34/50 – Customer Success: 70%
- **FY 17:** 30/50 projected to obtain employment.
- **Actual:** 28/50 – Customer Success: 56%

**Before setting targets for FY 20, consider: Targeting Accuracy**

- **FY 16:** 30/50 projected to obtain employment.
- **Actual:** 34/50 – Targeting accuracy: 113%
- **FY 17:** 30/50 projected to obtain employment.
- **Actual:** 28/50 – Targeting accuracy: 93%
- **FY 18:** 30/50 projected to obtain employment.
- **Actual:** 25/40 – Targeting accuracy: 83%
- **FY 19:** 30/50 projected to obtain employment.
- **Actual:** 15/55 – Targeting accuracy: 50%

**WHAT SHOULD WE CHANGE?**

*Data analysis is bound to cause you to discover that **at least some of what you thought just isn't so** – which means you may have to change your approach or do some things differently.*

\_\_\_\_\_

What has worked in the past?

\_\_\_\_\_

What do you want to strengthen?

\_\_\_\_\_

What do you want to abandon?

\_\_\_\_\_

In your prior experience with change what worked and what did not?

\_\_\_\_\_

What was hard? What was easy?

\_\_\_\_\_

Who helped you?

\_\_\_\_\_

What resources did you use?

**Readiness for Change**

**People vary greatly in their readiness to take action to solve their problems:**

- 40% DON'T KNOW THEY HAVE A PROBLEM OR DON'T ACKNOWLEDGE THE PROBLEM
- 40% ARE AWARE OF THE PROBLEM BUT ARE NOT YET READY TO ACT
- 20% ARE READY AND QUICKLY TAKE ACTION

For anything to change people must be

**READY  
WILLING  
AND ABLE**

### THE STAGES OF CHANGE

Pre-Contemplation	Contemplation	Preparation	Action	Maintenance	Relapse/Recycle
40%		20%			
No: Denial	Maybe: Ambivalence	Yes, Let's Go: Motivated	Doing It: Go	Living It	Ugh!!
Stick figure	Stick figure with fence	Stick figure	Stick figure running	Stick figure walking	Stick figure falling
	0-3 Months	3-6 Months	Over 6 months		

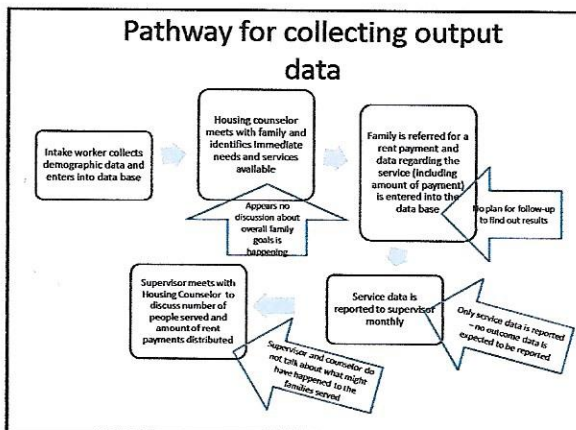
Transtheoretical Model of Change -- TTM -- Prochaska, DiClemente and Others

## IDENTIFY A PLAN FOR CHANGE

Put the information gleaned from your data analysis to work for you.

### We do a good job of reporting on outputs but not with reporting on outcomes.

- How is the reporting on outputs structured?
  - Who does it? How often? Measurement tools? How is it collected?
- What is the related outcome? (or outcomes)
  - How would you know if that was achieved?
  - Who would do data collection? How would they measure? How often?
- Identify the point where the system breaks down or could break down
  - What is the barrier (time, customer is not available for follow up, tool doesn't provide measure, etc.)?
- What has to happen first to make an impact?
  - What will that open the door for? (and so on....)
- Establish a pathway to support the establishment of the new action steps.
  - Identify resources you will need (time, people, material, training, etc.)
  - Time frame for you to be engaged in the pathway.



ROMA Impact Pathway Plan Worksheet				
Broad Agency Goal	Objective/Outcome:			
Intervention/Strategy:				
Action Step (WAT)	Measurable Data (WMO)	Staff Responsible (WRO)	Frequency (Interval, Policy, Duration)	Measurement of Success