

**Awardee CQI Infrastructure and Coaching Plan**

This tool is designed to help your team identify and put in place needed support for local implementing agencies (LIAs) participating in CQI projects.

**Awardee Team**

Effective teams include different areas of expertise and varied perspectives. Some members of your team will be more involved in the day-to-day support of LIA teams at learning sessions, monthly action period calls, and in between as they do the work of testing and tracking data. Building out your awardee team with additional members may be useful for removing structural barriers for LIAs, bringing the local context to the topic teams are working on, aligning teams’ efforts with other initiatives in your MIECHV program, and supporting implementation and spread of the improvement work through, for example, changes to data systems and professional development. Use the table[[1]](#footnote-2) below to identify the members of your awardee team and the expertise and perspectives they bring.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ***What will each person bring to your team?*** | *[NAME]* | *[NAME]* | *[NAME]* | *[NAME]* |
| Has this person been formally trained in CQI or participated in past CQI projects? |  |  |  |  |
| Does this person have regular contact with LIAs? |  |  |  |  |
| Can this person remove barriers or ensure LIAs have the resources they need? |  |  |  |  |
| Does this person have knowledge of LIAs’ data reporting systems? |  |  |  |  |
| Does this person have lived experience in an area relevant to the project? |  |  |  |  |
| Does this person have knowledge of evidence-based model requirements in areas relevant to the project? |  |  |  |  |
| Does this person have subject matter expertise in an area relevant to the project? |  |  |  |  |
| What other expertise or perspectives would you add?  |  |  |  |  |

* What strengths do you see in the team you’ve assembled?

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* What critical expertise or perspectives do you want to add to your awardee team? How will you do that?
* ***TIP:*** *If you have a small team to draw from, consider partners in your home visiting program. Are there other departments, agencies, or groups working on this topic that could join or advise your awardee team?*

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**Roles and Responsibilities**

Use the table below to identify which member(s) of your awardee team will be responsible for the day-to-day support of LIAs through CQI activities. When assigning roles, consider the number of LIAs participating from your state or territory and amount of time needed to support those teams. In the past, some awardees have shared the day-to-day support by dividing LIAs across two or more awardee staff, or by assigning pre-work and data support to one member of the awardee team, while another focuses on PDSA or monthly report reviews..

| **Role / Activity** | **Awardee Team Member(s) Responsible** |
| --- | --- |
| Attend learning sessions |  |
| Attend monthly action period calls |  |
| Support teams’ completion and submission of learning session pre-work  |  |
| Review and provide feedback on LIA PDSAs monthly |  |
| Review LIA data monthly to support coaching and PDSA feedback |  |
| Identify LIAs that did not submit PDSAs or data and reach out to support |  |
| Schedule and facilitate monthly coaching calls with LIAs |  |
| Complete monthly coaching log |  |
| Review data at the state- or territory-level  |  |

**Communication**

* If you plan to share day-to-day responsibilities for supporting LIA teams across more than one person, how will you collaborate effectively and efficiently (e.g., set huddles to review PDSA feedback, shared document to track monthly tasks)?

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* When and how often will your awardee team meet to review LIA progress, share bright spots, and discuss challenges?
* ***TIP:*** *Consider how you can make use of existing meetings (e.g., by adding CQI check-in to an existing team agenda monthly or every other month).*

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* What strategies will you use for building and sustaining will and excitement among LIA teams (e.g., email communication, newsletter, recognition at team meetings)?
* ***TIP:*** *Utilize existing structures as much as possible (e.g., sharing at all-LIA meetings, regular check-in with supervisors or program managers through existing meetings or calls, learning about team successes and needs through LIA site visits).*

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* How and at what frequency will you share progress updates from your CQI work with key partners (e.g., program leadership, home visiting families, funders, and other LIAs)?
* ***TIP:*** *Consider how you can make use of existing meetings and structures (e.g., briefings and reports to leadership and funders, video or social media messages directed to families).*

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**Coaching Plan**

Use the table below to consider each of the LIAs your support, their strengths and needed supports. Use your reflections to inform your plan for support.

| **LIA Name** | **What strengths does the LIA team bring to this project?** | **In what areas do you think the LIA team will need additional support to be successful?** |
| --- | --- | --- |
| *Example: Harper Street Family Services* | *Team has successfully participated in many CQI projects in the past, has strong data support, and doing innovative work around establishing community partnerships.* | *The pace of testing will be faster than the team is used to. They may need help planning smaller scale, quicker PDSA cycles.*  |
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* Describe your existing structures for LIA support and what aspects you will keep in place and/or adapt for this CQI project (e.g., individual or team coaching calls, supervisor, and all-LIA meetings, monthly PDSA highlights, tracking log and process for ensuring regular testing)? Consider what has worked well in the past and where you might need additional support.

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* For awardees with multiple LIAs participating, what opportunities can you leverage, or will you create to support peer learning across your LIAs?
* ***Tip:*** *Awardees have previously used group coaching calls, peer sharing time at all-LIA meetings, and e-mail groups or chat board-style communication tools in the past.*

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**Activity:** Map your process for supporting LIA teams each month. Include key activities from the Roles and Responsibilities table above and indicate who will do what, when, and where. Save or display your process in a place accessible to your team.

1. Table adapted from Institute for Healthcare Improvement’s QI Team Member Matrix Worksheet (2019) by P. Finnerty and S. Voelker. [↑](#footnote-ref-2)