

Continuous Quality Improvement (CQI) Checklist: Meaningful Use of Data at All Levels

Are data in the Outcome Management System used in meaningful ways to improve client's functioning or quality of life? If statement is true, place a check mark in the box.

Client Level

- ☐ Do the assessment results (e.g., scores, clinical indicators, reports, dashboards) provide guidance in case decision-making?
- ☐ Are the assessment results shared with the family in a positive and meaningful way (i.e., are they explained in such a way that helps them clarify concerns, appreciate strengths, and foster hope and resiliency)?
- ☐ Is the practitioner immediately alerted to the presence of high-risk behaviors or symptoms?
- ☐ Does the assessment enable easily linking the results to goals that address identified concerns?
- ☐ Are the client's goals incorporated into an "Action Plan" that specifies the service array the client will receive?
- ☐ In the Action Plan, are goals associated with specific services, which could include: direct (in-house) services, referral to specialty treatment, referral to community resources, etc.?
- ☐ Can the Action Plan be used to coordinate services among agencies and providers for those youth who need assistance in more than one area?
- ☐ Is the youth periodically re-assessed to track progress (or lack thereof), enabling mid-course corrections when indicated?
- ☐ Is the assessment done when clients are exiting services, so that the family's achievements can be celebrated and any needs for additional services are addressed?

Supervisor and/or Program Manager Level: Data-Informed Supervision

- ☐ Can supervisors readily identify cases that at intake are at high-risk (e.g., for hospitalization, out-of-home care, in-crisis, potential harm to self or others, etc.)?
- ☐ Do supervisors pro-actively provide guidance and case planning for the *supervisees* working with these vulnerable families?
- ☐ Do supervisors arrange for case-level problem solving opportunities, such as case conferences with a focus on using the staff's collective experience to generate innovative ideas for possible solutions?
- ☐ Can supervisors readily identify clients in treatment who are failing to progress?
- ☐ Are these youth who are at risk for poor outcomes reviewed with the staff to determine whether changes in the service array are needed?
- ☐ Do supervisors model a strength-based, problem-solving approach with supervisees?
- ☐ Does supervision focus on maximizing the client's growth toward better functioning?

Best Practices Series on Implementing an Outcomes Management System

- ☐ Can the *supervisees* readily identify the cases that are at-risk, or those making poor-progress, so that they have an opportunity to request assistance (or at least anticipate topics that supervisors may ask about)?

Leadership Level

- ☐ Has the organization provided to staff guidelines about “care paths” for clients or criteria for entering clients into specific programs or services?
- ☐ For organizations offering Evidence-based Treatments or Evidence-informed Practices, have criteria for referral to these specialty services been established?
- ☐ Has the organization (or programs within the organization) established targets for client-level outcomes, which indicate whether a client has achieved reliable and clinically meaningful improvement in functioning/quality of life?
- ☐ Are client-level outcome results aggregated across clients?
- ☐ Is this information summarized in reports that are easily understandable by management?
- ☐ Does the summarized information help management figure out “Who was helped, by what, and in what amount of time”? or “Who did not improve?” (e.g., is there a relationship to characteristics of the clients, services/treatments, factors known to affect effectiveness of “treatment-as-usual, etc.)?
- ☐ Are the assessment results used to determine the effectiveness of evidence-based treatments or evidence-informed practices with your clients?
- ☐ Are the assessment results used to determine the effectiveness of local programs with good performance with your clients?
- ☐ Are aggregated data used to sustain and grow the organization (e.g., share with accrediting bodies, oversight entities, and add to promotional materials)?
- ☐ Are data used to inform the need for training initiatives, program development, program refinement, and organizational growth?
- ☐ Is the organization attentive to how data is used (e.g., reinforce and strengthen behaviors that contribute to improving services and client outcomes)?
- ☐ Are relevant aggregated findings shared with staff and input invited?