## Missouri Home Visiting Gateway

# **CQI Project plan**

[**STAGE 1: PLAN**](https://miechvgateway.com/process-overview/plan/) **●** [**STAGE 2: DO**](https://miechvgateway.com/process-overview/do/) **●** [**STAGE 3: STUDY**](https://miechvgateway.com/process-overview/study/) **●** [**STAGE 4: ACT**](https://miechvgateway.com/process-overview/act/)

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| Project Title: Project Leader: Expected Completion Date (mm/dd/yy):  | Agency: Agency’s Phone:  |

STAGE 1: PLAN

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| ***Define, explore, and structure a quality improvement project.****HELPFUL Tutorials available on* the DHSS Home Visiting Gateway for resources on PDSA cycles at <http://health.mo.gov/living/families/hvcqigateway/> *: 3 Keys to CQI Success, Aims Tool, Benchmarking, Driver Diagram, Kano Analysis, Plan-Do-Study Act, Process Capability, Process Mapping, Value Stream Mapping* |
| 1. What problem are you trying to fix (PROBLEM STATEMENT)?
2. What is the root cause of the problem?
3. What evidence (current data) supports your problem?
4. What change do you want to see in the process or problem to correct (GLOBAL AIM STATEMENT)?
5. What are you trying to achieve (SPECIFIC AIM)?
6. Define a timeline for the following project stages: Plan: Do: Study: Act:

Select the affected population(s) (check all that apply: **[ ]** Client/Consumers **[ ]** Employee/Agency **[ ]** General Public**[ ]** Other: 1. Select the areas where this project aims to impact the goals and strategic priorities of the Missouri Home Visiting program and agency:

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| **Impact Area** |  |
| Access to Care | **[ ]**  |
| Care Coordination | **[ ]**  |
| Communication & Education | **[ ]**  |
| Compliance | **[ ]**  |
| Customer Service/Satisfaction | **[ ]**  |
| Employee Communication & Collaboration | **[ ]**  |
| Employee Engagement/Satisfaction | **[ ]**  |
| Employee Productivity | **[ ]**  |
| External Stakeholders/Agency Engagement and/or Collaboration | **[ ]**  |
| Facilities | **[ ]**  |
| Financial | **[ ]**  |
| Health Outcomes/Behaviors | **[ ]**  |
| Information Technology | **[ ]**  |
| Public Perception | **[ ]**  |
| Use of Resources | **[ ]**  |
| Other:  | **[ ]**  |
| Other:  | **[ ]**  |
| Other:  | **[ ]**  |

1. Do you have the resources to fix the issue?  **[ ]** Yes **[ ]** No
2. What resources (new & existing) will you require and how will you acquire them?
3. Does the project aim align with Missouri Home Visiting goals?  **[ ]** Yes **[ ]** No
4. Does the project aim align with your agency’s strategic goals?  **[ ]** Yes **[ ]** No
5. List the members of the CQI project team:

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| **Name** | **Role** |
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1. Incorporating the information gathered throughout the planning process, describe the action plan:
2. Begin constructing a CQI Storyboard. Date started:
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| **STAGE 2: DO** |
| ***Develop and structure the new change/process to all areas for improvement.****HELPFUL Tutorials available on* the DHSS Home Visiting Gateway for resources on PDSA cycles at <http://health.mo.gov/living/families/hvcqigateway/> *: Benchmarking, Change Implementation, Communication 101, Pilot Testing, Plan-Do-Study-Act* |
| 1. Who will implement the change?
2. How and to whom do you plan to implement the change and how will this be communicated?
3. Will you conduct a pilot study prior to full-scale implementation? **[ ]** Yes **[ ]** No
4. How will you track and measure change (describe data measurement systems)?
5. How will you spread and maintain the new process/change?
6. Incorporating the information gathered throughout the implementation process, describe the implementation plan:
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**STAGE 3: STUDY**

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| ***Develop and define the plan for evaluating the quality improvement project.****HELPFUL Tutorials available on* the DHSS Home Visiting Gateway for resources on PDSA cycles at <http://health.mo.gov/living/families/hvcqigateway/> *: Benchmarking, Plan-Do-Study-Act*  |
| 1. How will you monitor progress and how often?
2. Define how you will check and verify accuracy of the results:
3. Who will be responsible for maintaining the change?
4. How often will you review the process for needed improvements?
5. How will you address any new areas for improvement?
6. Incorporating the information gathered throughout the evaluation process, describe the evaluation plan:
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STAGE 4: ACT

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| ***Finalize the documentation of the quality improvement project and plan for future projects.****HELPFUL Tutorials available on* the DHSS Home Visiting Gateway for resources on PDSA cycles at <http://health.mo.gov/living/families/hvcqigateway/> *: Communication 101, Culture of Quality, Plan-Do-Study-Act* |

1. Share the status and results of the project with team members/leadership/stakeholders. Date completed (mm/dd/yy):
2. Discuss the future of this project/change (i.e. future projects, varying approaches, etc.).
3. Update the organizational process map to reflect the change(s). Date completed (mm/dd/yy):  **[ ]** Not Applicable
4. Update organizational policies and procedures to reflect the change(s). Date completed (mm/dd/yy):  **[ ]** Not Applicable
5. Finalize the CQI Storyboard and submit in the Missouri Home Visiting Gateway [(LINK)](https://health.mo.gov/hvcqigateway/submitstoryboard.php). Date submitted (mm/dd/yy):
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**Notes:**