Continuous Quality Improvement (CQI) Plan Template   June 2022

Instructions: Use this template as a guide for applying a CQI approach to a key programmatic challenge for your program. The template covers the five steps in the CQI cycle, including planning, strategy development, road testing, assessing, and implementing/next steps. For more support on these steps, please see the SRAE CQI *improvement modules*.

Information and coordination

Give a high-level description of your challenge and identify who will be part of the CQI process.

Briefly describe high-level challenge:

CQI Team

Staff name	CQI role/responsibilities *(See module 2)*

Date plan created:

_____

Step 1: Planning – Describe a challenge facing your program

Specify the challenge, set an improvement goal, and identify root causes.

Get specific about the challenge you listed above *(What is the extent of the problem? Who experiences it?)*	What are the root causes of your challenge? *(See module 4)*	What is your SMART improvement goal? *(See module 5)*	What data source could you use to measure progress?

Step 2: Strategy development – Ideas for improvement

Brainstorm improvement strategies that will address the root cause(s) of the challenge.

Root cause	Improvement strategy. Remember to consult clients, staff and partners to inform strategies	How might the strategy lead to improvement? For example, what attitudes/skills/behaviors will it change that will influence your improvement goal?

Step 3: Road testing – Try the strategy and learn how to improve it

Determine which strategy you will test, specify strategy details, and plan a test.

Specify your strategy. Note details about the parts of your strategy (e.g., duration, frequency, staff responsibilities, technology/training needs)	Develop learning questions. What do you want to learn about how the strategy works? Note at least 2 3 learning questions *(module 7)*

Specify your implementation plan. Be clear on start/end dates for your road test and where and with whom you will pilot the strategy *(See module 7).*

Describe how you will answer each learning question – what data will you examine or collect? If collecting new data, how will you gather it? How will you analyze data? *(See module 8.)*

Learning question #	Data collection activity (method/tool, respondents, point person)	Analysis plan (when and how will you analyze?)

Step 4: Assessing – Reflect on learning and how to move forward

After you have tested the strategy, document what you learned and what you will do next.

"We learned" statements:

(For more reflection exercises, see module 9).

We learned that …*(note one or more takeaways from your test)*

Taking action

Based on what we learned, we will …

☐ Maintain or scale up the strategy

☐ Abandon the strategy and try something new

☐ Adapt the strategy and test again

If you selected "adapt," how will you change the strategy?
_____

Step 5: Implementing – Monitor progress toward your goal

If you have chosen to maintain or scale up, consider how you will manage the change process. How will you communicate about the new practice and what was learned? *(See module 10).*

Monitoring progress toward your improvement goal. How will your monitor your goal to ensure sustained improvement? (*For an example, see module 11).*

Improvement goal specified in step 1	Improvement strategy tested	Data sources to assess progress	Frequency of monitoring	Staff responsible

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