

## Guilford County Continuous Quality Improvement 2019 Conference Agenda

Government agencies, non-profit programs, and organizations provide a vast array of services and resources to families in support of improving lives across Guilford County. This conference will provide an opportunity to share the purpose and value of continuous quality improvement (CQI) as a core strategy to be implemented across Guilford County. CQI is a process of collecting, analyzing, and using data to improve the quality of services on an ongoing basis. Put simply, CQI helps teams “get better at getting better.”

Through multiple interactive sessions with stakeholders at all points along the continuum of implementing CQI, this conference will provide a forum to begin to build trust among peers and present opportunities within the community for programs preconception, pregnancy prevention, and early childhood services to start building or strengthening their own CQI.

### Conference Goals

- Raise awareness of the importance of the role that CQI can play to better address the challenges families and community members experience on a daily basis.
- Using real case studies, utilize cohort members to share directly how CQI has resulted in program learning and improvement of day-to-day activities so that services are better delivered and more effective.
- Create a space for open dialogue between the funders and programs within the community about why CQI is important.
- Gather input on approaches on how to develop and sustain a culture of CQI among programs in Guilford County.
- Provide a launch pad for CQI technical assistance and a resource library available to all stakeholders across the program community, including frontline staff.

### Conference Agenda

- **8:00-8:30 am: Meet and Greet over a light breakfast**
- **8:30-8:45 am: Welcome/Opening**
- **8:45-9:45 am: Overview of CQI and Why it is Important**  
During this session, attendees will hear about the important role that CQI can play to help programs better address the challenges that families and community members experience on a daily basis in Guilford County.
- **10:00-11:00 am: Case Studies of CQI in Guilford County**  
Members of a cohort receiving coaching on how to implement CQI will share how their program learning and improvement of day-to-day activities has resulted in better services for the community being served. Roundtable discussions will be facilitated by 1-2 cohort member(s) so attendees can hear firsthand about their experiences incorporating CQI and lessons/takeaways.

- **11:00-11:15 am: Break**
- **11:15 am -12:15 pm: Shifting from a Culture of Compliance to Learning**  
 This session will be an open dialogue between local organizations that provide resources and support and those that provide direct services for the community on the importance of CQI. The discussion will focus specifically on how to shift the focus of program data collection and analysis for reporting and compliance purposes to a culture of inquiry and learning to improve program quality.
- **12:15-1:30 pm: Lunch/Keynote Speaker**  
 Stephanie Doyle, Senior Associate at the Center for the Study of Social Policy, will present on key lessons and best practices of CQI based on her extensive experience in the field.
- **1:45-2:45 pm: Technical Assistance to Provide CQI to the Community**  
 This session will serve as a launch pad for the technical assistance (TA) program that will be implemented in Guilford County in 2020. Attendees will participate in a light TA exercise as well as learn about the future TA program and resources available to all stakeholders in the community and provide feedback to further inform its design.
- **2:45-3:00 pm: Break**
- **3:00-3:45 pm: Sustaining a Culture of CQI in Guilford County**  
 This will be an interactive session for attendees to gain an understanding about the CQI assets that currently exist or those are being developed in Guilford County. This interactive session will also provide feedback on how CQI is currently being implemented and how it may be sustained in the community.
- **3:45 pm: Closing & Next Steps**