

## Nevada CQI Action Plan

Activity	Domain	Estimated Time	Lead	Priority	Completion Date	Team Members/Resources Needed
Develop a process to ensure CQI is at the table when programmatic decisions and Unity changes are made. Ensure consultation with CQI and establish standards to ensure feedback loops.	Leadership Support & Modeling	2 Months	Holly and Kathryn	1	12/31/2021	PIP Team 4, SQIC, (Written CQI policy that is flexible)
Develop formal feedback loops for case reviews for staff. (Utilize an existing process, such as child Stat, as opportunity to close feedback loop)	Staff & Stakeholder Engagement	1 Month	Kathryn	1	09/15/2021	SQIC, Supervisors, field staff, managers from each jurisdiction
Develop a process to ensure leadership/managers/supervisors champion results with staff and external stakeholders. Managers/supervisors champion results with staff, leadership champions results with external stakeholders.	Leadership Support & Modeling	2 Months	Kathryn	1	11/01/2021	SQIC (Mtg on 30th can start this-Kathryn)
Develop a process to ensure frontline staff as subject matter experts are at the table when programmatic decisions and Unity changes are made. Ensure consultation with frontline and establish standards to ensure feedback loops.	Staff & Stakeholder Engagement	2 Months	Kathryn	1	TBD	SQIC
Explore feasibility to increase COGNOS capacity (developer licenses, training and IT work to set up specialized reports) across all jurisdictions so could have reports written so they can do analysis in a timely manner.	Leadership Support & Modeling	2 Months	Srinivas and FPO	1	06/30/2021	Identify staff to use; IT staff; subgroup with IT and jurisdictional representatives, fiscal, Office of analytics,
Establish expectations and standards to shift culture around CQI. Make sure reinforces a learning environment/process.	Application of Findings	Now and forever	Holly and Kathryn	1	11/01/2021	PIP Team 4
Standardize expectations for data entry to ensure accuracy.	Quality Data, infrastructure, extraction & analysis	Ongoing (Immediately and Forever)	Holly and Kathryn	1	12/31/2021	PIP Team 4, SQIC, Policy and procedure teams within jurisdictions
Develop policy and procedures for statewide CQI Plan.	Administrative Structure & Oversight	1 Year	Holly and Kathryn	1	02/22/2022	PIP Team 4, jurisdictional P&P representatives

Review existing CQI processes.	Administrative Structure & Oversight	1 Year	Holly and Kathryn	1	02/22/2022	PIP Team 4, jurisdictional CQI representatives
Develop formal feedback loop for external stakeholders. (example: invite stakeholders to processes already in place, such as child stat).	Staff & Stakeholder Engagement	2 Months	Kathryn	1	TBD	SQIC
Develop mechanism/process/place to share summary reports (historical information, recommendations, and analysis information) common to all jurisdictions (internal).	Quality Data, infrastructure, extraction & analysis	2 Months	Holly and Kathryn	2	05/15/2021	PIP Team 4 to create Subgroup of SMEs for each jurisdiction, IT, Fiscal.
Review case review training for supervisors and determine how/when supervisors should be engaged in the process.	Case Record Review	3 Months	Holly and Kathryn	2	05/31/2021	PIP Team 4 (not data team), FPO CQI, Regional CQI teams
Develop process for validation of data that is efficient.	Quality Data, infrastructure, extraction & analysis	1 Year	Holly and Kathryn	2	05/31/2021	PIP Team 4 Subgroup of IT; CQI staff; Leadership Team; end users;
Develop process for Data Dictionary for existing reports. Prioritize areas of focus.	Quality Data, infrastructure, extraction & analysis	1 Year	Srinivas and FPO	2	06/30/2021	Identify staff to use; IT staff; subgroup with IT and jurisdictional representatives, Office of analytics,
Develop process to survey staff around data needs.	Quality Data, infrastructure, extraction & analysis	2 Months	Holly and Kathryn	2	12/31/2021	PIP Team 4, Field staff
Determine minimum standards and best practices for reviewing data with staff and stakeholders.	Communication	2 Months	Holly and Kathryn	2	02/22/2022	PIP Team 4, SQIC, Regional CQI Teams,
Develop Data Training (more sophisticated analysis) for CQI staff and leadership, (Casey or Center training on data analytics possibly) Data visualization, presentation, analysis	Quality Data, infrastructure, extraction & analysis	Within 6 Months	Holly and Kathryn	2	02/22/2022	PIP Team 4, CQI staff; Leadership
Develop standards for sampling methodology for ad hoc reviews.	Case Record Review	1 Year	Holly and Kathryn	2	05/31/2021	PIP Team 4 subgroup with Data Team and Representation from all regions, IT

Develop process to determine which targeted reviews to do as a state, which includes performing root cause analysis. SQIC used to be decision making body and affirm results	Case Record Review	2 Months	Kathryn	2	TBD	SQIC, Agency leadership
Develop plan for communicating with external stakeholders.	Communication	2 Months	Kathryn	2	TBD	SQIC, Executive Leadership, System Advocate, Public Information Officers, Legal Team
Determine barriers that prevent effective communication with staff and stakeholders.	Communication	1.5 Months	Kathryn	2	TBD	SQIC, Executive Leadership, System Advocate, Public Information Officers, Legal Team
Develop standardized measurement tools for qualitative measures. Minimum standards to compare across regions.	Leadership Support & Modeling	1 Year	Holly and Kathryn	2	TBD	PIP Team 4, SQIC oversight with SQIC subcommittee, subject matter experts (field staff and supervisors)
Develop process to survey external stakeholders around data needs.	Quality Data, infrastructure, extraction & analysis	2 Months	Kathryn	2	TBD	SQIC
Determine process for sharing case review results. (SQIC, agency leadership, staff who had cases reviewed)	Case Record Review	2 Months	Holly and Kathryn	3	05/31/2021	Subgroup of site leads for each location, supervisors, caseworkers, SQIC, Agency leadership
Identify who would need to better understand CQI and develop general CQI training.	Administrative Structure & Oversight	6 Months	Kathryn	3	TBD	SQIC, training team representatives, WIT (Workforce Innovation Team)