

Continuous Quality Improvement Overview

WHO?

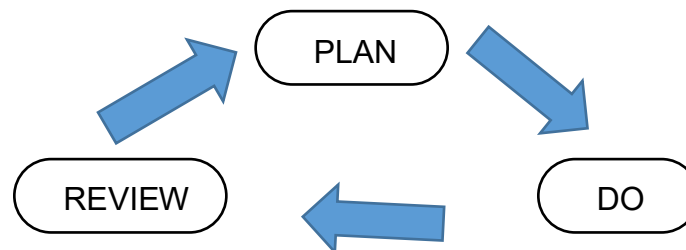
All 2, 3, 4 & 5 Star programs take part in the Continuous Quality Improvement (CQI) process.

WHY?

Continuous quality improvement is one of the key indicators of quality in child care. Even the best program benefits from continual learning and improvement. CQI shifts the focus from meeting mandated requirements to an internally motivated culture of reflection, curiosity, ongoing learning, and commitment to high quality. Leaders inspire innovation, creativity, openness to change, and a culture of trying new things and learning from errors. This is done through curiosity, reflection, tolerance of failure and vulnerability, use of feedback, and systems thinking. Trust and shared values and goals are the building blocks.

WHAT?

Continuous Quality Improvement is the process of systematic and intentional improvement of practices and services. The ultimate goals are improving program quality and outcomes for children. It is a proactive process carried out by the participants themselves through continuous learning, goal setting, implementing, evaluating, and starting the cycle over.



WHERE?

- Goal setting template: <https://www.scu.edu/media/offices/human-resources/documents/workday/SMART-Goal-Template.pdf>
- Program Evaluation Self-Reflection and Goal Setting Tool <https://www.cecpd.org/media/2017/11/03/CQIP%20Docs%20Merged.pdf>

References:

Young, B. (2017, June). *Continuous Quality Improvement in Early Childhood and School Age Programs: An Update from the Field*. BUILD Initiative: Paper summarizing discussions and key questions of a Community of Practice around CQI from November 2016 through April 2017.