



**Item:**

Continuous Quality Improvement (Bonnie Wagner)

**Requested Action:**

The Board is asked to receive this update.

**Background:**

In 2023, Trust staff – in collaboration with providers – developed a tool and process for Continuous Quality Improvement (CQI). The CQI process includes shared review, reflection, and planning on program implementation on an annual basis for all providers and programs. The tool examines – fiscal, operations, population focus, service delivery, performance measures, and data quality – to support the review of shared goals, administrative processes, expectations, evaluation results to identify ways to improve and better support services and systems.

CQI reports have been completed and shared with 59 programmatic contracts serving children in FY2023. Overall purpose and overview, refinements to the tool and process, results, insights, and lessons learned will be presented to the Board by Trust staff.

**Attachments:**

CQI Presentation for the Board Meeting on 04-08-2024

CQI FY2023 – Provider CQI Report and Tool – Example

**Programmatic Impact:**

This process will reinforce on-going communication and quality improvement.

**Fiscal Impact:**

None.

**Recommendation:**

Continue CQI implementation.