THE FIVE-STEP PROCESS FOR IMPROVING PERFORMANCE

STEP 1 Document performance results

What to document?
- Comparisons within groups
- Benchmarks
- Trends over time

How to document: Methods and tools
- Tables
- Graphs

How do I know I can trust my data?
- Identify major limitations
- Assess the implications for interpreting results

Criteria for establishing improvement priorities
- Size of gaps
- Trends in performance gaps
- Concentration of gaps
- State improvement priorities

STEP 2 Identify root causes

Why search for root causes?
- Indirect causes
- Direct (root) causes
- Performance indicators

How to identify root causes?
- Identify potential causes
- Analyze and evaluate potential causes
- Select a few critical root causes to address

STEP 3 Select best solutions

Why take the time to search for and evaluate solutions?
- Review the underlying logic of the solution
- Review the empirical evidence

How to develop solutions: Improvement strategies and models

Identifying potential strategies and models: three methods
- Review what others propose
- Benchmark peers and leading performers
- Develop your own solutions

Narrowing the choices: assessing and comparing alternative strategies and models
- Sound theory and logic
- Strong evidence

STEP 4 Pilot test and evaluate solutions

Why evaluate?

How to test solutions: designing an evaluation strategy
- Choose a study design
- Select pilot sites
- Select outcome measures
- Identify data sources
- Train pilot site staff

Analyzing initial results

STEP 5 Implement solutions

Moving from pilot testing to statewide implementation

Monitoring ongoing implementation

Sustaining improvement efforts

PROGRAM QUALITY