



# CONTINUOUS QUALITY IMPROVEMENT Certificate Program

Achieving and Sustaining Valued Outcomes

## PROGRAM OVERVIEW

*Is your program and practice achieving valued outcomes?*

Service providers continue to experience an evolving and competitive service and funding environment. As a result of the increasing shift to prove the value of your program to funders and clients alike, it is important to have an internal quality improvement (QI) process for assessing and improving upon valued outcomes. This certificate program provides a framework for understanding QI; tools needed to create and implement a QI plan; and skills to assess results and make determinations as to how to improve upon program processes and outcomes. Attendees will not only learn the fundamentals of quality improvement but also how to use specific tools and templates as well as develop and execute a quality improvement plan.

*Homework will be part of the program and consist of case study exercises that support the application of the tools learned as well as the development of a written quality improvement plan by each student.*



## LEARNING OBJECTIVES

- Demonstrate knowledge and skills necessary to effectively participate as a contributing member or leader of a Continuous Quality Improvement program.
- Understand the different stages and tools used in the PDSA (Plan, Do, Study, Act) model for QI.
- Demonstrate knowledge and skills necessary to develop, implement and manage a quality improvement project.

## ELIGIBILITY

**Limited to 25 people.** Agency employees responsible for the management or supervision of programs or process, and team leaders are best suited for participation in this training.

## WHAT WILL I LEARN?

In this four-day certificate program (26 training hours), participants will learn the fundamentals of quality improvement, how to use specific tools and templates, and develop and execute a quality improvement plan.



To learn more about CCNY, visit their website:  
[www.comconnectionsny.org](http://www.comconnectionsny.org)

Your Team of Instructors from Community Connections of New York.



Christa Foschio-Bebak, JD, MSW,  
Director of Quality Improvement



Heidi Milch, LMSW  
Executive Director

**FEES:**

**\$450 early bird by March 14, 2019**  
**\$550 after March 14, 2019**

No additional discounts or certificates may be applied to the early bird price. **No refunds after the start of the program.** A \$25 processing fee applies to refund requests made 10 business days prior to the start of the program.

**LOCATION:**

**Community Connections of New York**  
 567 Exchange Street, Suite 100  
 Buffalo, NY 14210

(Parking and Entrance behind building)



CCNY is located in the midst of the Larkin District of Buffalo and is within walking distance of a number of eateries for lunch. A small kitchen area is available for heating up lunch. Ample parking is available behind CCNY's office. Please dress comfortably and



bring a sweater if necessary.

*Thank you to CCNY for hosting the training space for this program!*

Basic driving directions at:  
<http://bit.ly/1PfTC18>

**ADA Accommodations:**

Contact us at [sw-ce@buffalo.edu](mailto:sw-ce@buffalo.edu) or (716) 829-5841

**Customer Service:**

If you have any questions or concerns, please contact us at [sw-ce@buffalo.edu](mailto:sw-ce@buffalo.edu) or (716) 829-5841

**PROGRAM CONTENT WILL COVER:**

- Day 1:** Introduction to Quality Improvement
- Day 2:** PDSA (Plan, Do, Study, Act) Model for Improvement & "Planning" Stage
- Day 3:** "Do" and "Study" Stages of the PDSA Model
- Day 4:** "Act" State and Presentation of Your QI Plan

**CERTIFICATE PROGRAM ELIGIBILITY**

Agency employees responsible for the management or supervision of programs or process, and team leaders are best suited for participation in this training. *There are homework requirements that will consist of case study exercises that support the application of the tools learned as well as the development of a written quality improvement plan by each participant.*

**COMPLETION REQUIREMENTS**

To successfully complete the certificate program, participants are expected to:

- Complete all assignments from the instructors.
- Participate in discussions.
- Receive a successful evaluation of their competency skills.
- Meet attendance requirements (only one-half of a session can be missed and assignments will need to be completed for the missed time to receive a frameable certificate of completion.) **For CEUs, full attendance is required; partial credit is not given for partial attendance.**
- Certificates of Completion will be issued at the end of the program to those who meet the requirements.

**SCHEDULE and FORMAT**

**Enrollment:** The program is limited to 25 people. Register early.

**Hours:** The certificate program is a total of 26 training hours, provided in 4 full days. The time for each session is 8:30 am to 4:30 pm and includes presentations, and learning activities. *For those who need CEUs: full attendance is required; partial credit is not given for partial attendance.*

**Lunch:** Lunch is on your own for one hour each day. You may bring your lunch or staff will provide suggestions for nearby restaurants. Coffee, tea, water, soft drinks and light snacks will be provided.

**Assignments:** Homework will be part of the program and consist of case study exercises that support the application of the tools learned as well as the development of a written quality improvement plan by each participant.

**NOTICE - PRICE REDUCTION!**

**Special funding has become available to reduce the price for this offering of the program by \$100 per person.**



Early bird price is normally \$550.

**For spring 2019, the reduced prices are**  
 \$450 by March 14th;  
 \$550 after March 14th.

Please be aware that individual scholarships are no longer available.

**Please Note:**

The School of Social Work reserves the right to change and/or make substitution in any part of the program.



LOCATION: CCNY, 567 Exchange St., Suite 100, Buffalo, NY

**SESSION 1****Friday, April 12, 2019****Introduction to Quality Improvement****Time: 8:30 a.m. - 4:30 p.m.**

Session 1 will introduce the learner to the fundamentals of quality improvement. This includes review of current environmental issues in the health and human services arena necessitating the practice, history of quality improvement, steps in developing a Continuous Quality Improvement program within an organization, introduction to various models and their application to the field.

**Learning Objectives**

- Define the importance of QI and key theories.
- Identify organizational infrastructure needed to support QI and establish an effective CQI program and process.
- Identify key stages of the Plan, Do, Study, Act model (PDSA).

**SESSION 2****Friday, May 10, 2019****PDSA Model for Improvement & the "Planning" Stage****Time: 8:30 a.m. - 4:30 p.m.**

Session 2 will be a "deep dive" into the most common model for improvement used in health and human services. In addition to introduction to the model, with case examples, the first phase of the model (Planning) will be reviewed and learners will prepare for planning.

**Learning Objectives:**

- Explain the importance of planning in QI.
- Identify steps in defining the problem.
- Identify & use the appropriate tools for the planning stage.

**SESSION 3****Friday, May 31, 2019****"Do" and "Study" Stages****Time: 8:30 a.m. - 4:30 p.m.**

Session 3 will focus on tools and processes associated with the "Do" and "Study" stages of the PDSA model. Tools, templates and case studies will be used to assist learners in the application of learning for these stages of the model.

**Learning Objectives:**

- Develop QI plans using templates provided.
- Identify steps and actions needed to monitor implementation of QI plans.

**SESSION 4****Friday, June 14, 2019****"Act" Stage and Presentation of Your QI Plan****Time: 8:30 a.m. - 4:30 p.m.**

The final day of the program focuses on the final stage of the PDSA model and will culminate with student presentations of the QI plans developed and/or implemented during the course.

**Learning Objectives:**

- Understand purpose and use of control charts.
- Identify actions to take to spread change and results of QI.

**CEUs****CEUs: Full attendance is required; partial credit is not given for partial attendance.**

- **New York NYSED licensed professionals:** 26 live in-person contact hours are available for this program. Our training provider numbers are: social work #SW-0001, mental health counselors #MHC-0008, creative arts therapists #CAT-0003, and marriage and family therapists #MFT-0007.
- **New York State OASAS provider #0045:** 20 renewal hours for CASAC, CPP & CPS (Please note that the course was approved for 20 total hours, since this training would be considered "Professional Development" and our re-credentialing requirements allow for 20 hours every re-credentialing period.)