



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

Your Team of Instructors from Community Connections of New York.



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



Heidi Milch, LMSW
Executive Director



Erin Carman, JD, LMSW
Quality Improvement Instructor

FEES:

\$525 early bird by Feb. 25, 2020
\$625 after Feb. 25, 2020

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 behind building. Training room entrance on the right side.)



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 or (716) 829-5841

Customer Service:

If you have any questions or concerns, please contact us at 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 \$25 per person.



Early bird price is \$525

\$525 by Feb. 25, 2020
 \$625 after Feb. 25, 2020

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

Wed., March 25, 2020

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

Wed., April 22, 2020

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

Wed., May 20, 2020

"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

Thurs., June 25, 2020

"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. **NOTE:** LMHC, LCAT, and LMFT hours pending provider renewal on 1/1/2020.
- **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.)



APPLICATION

Continuous Quality Improvement Certificate Program

GENERAL INFORMATION:

Bad Weather Policy:

If the training site is closed due to a weather emergency, we will contact you.

Refund/Cancellation Policy:

Refunds, or credit letters if desired, will be issued to those who cancel within 10 working days before the first training date minus a \$25.00 processing fee.

No refunds after the start of the program.

PLEASE PRINT CLEARLY

Name: _____
 Home Address _____
 Agency: _____ Job Title: _____
 City: _____ State: _____ Zip: _____
 Work Phone: _____ Home Phone: _____
 Cell Phone _____ Fax: _____
 E-mail: _____

ADDITIONAL INFORMATION:

For Questions or Additional Information, please visit our website at <http://tinyurl.com/CQI-spring-2020> or call us at (716) 829-5841 or via e-mail to sw-ce@buffalo.edu

Fees and Payment Method:

- \$525 early bird by Feb., 25, 2020
- \$625 after Feb., 25, 2020

No additional discounts may be applied to the early bird price.

No refunds after the start of the program. \$25 processing fee applies to refund requests made 10 business days prior to the start of the program.

NOTICE - PRICE REDUCTION!

Special funding is available to reduce the price for this offering of the program by \$25 per person.



For spring 2020, the reduced prices are
 \$525 by Feb. 25, 2020
 \$625 after Feb. 25, 2020

Please be aware that individual scholarships are no longer available.

FOR OFFICE USE ONLY
PERSON ID:
TRANSACTION ID:
DATE PROC:
TRAINING CODE: MGT032520

- A check is enclosed payable to: Research Foundation of SUNY

Please  completed application (this entire page) and fee to:

UB School of Social Work
 Office of Continuing Education
 232 Parker Hall, Buffalo, NY 14214-8004

For questions, contact us at
sw-ce@buffalo.edu or call us at 716-829-5841
 Fax: 716-829-3938