

## Year One Pinnacle Point 5 – Quarter 4

<b>Date Submitted:</b> July 18, 2013	<b>Pinnacle Point Lead:</b> Jami Ledoux, Deputy Director for QA/Staff Development
<b>Goal:</b> To know if the work is of good quality, be transparent about the outcomes, and hold all staff (front-line, management, and program) and providers accountable.	<b>Applicable Performance Areas:</b> 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15

Initiative	Initiative Lead	Evidence of Completion	Target Date	Documentation of Needs				Quarterly Update
				Technical Asst.	KIDS Changes	Research	Workgroup	
1. By September 1, 2013, OKDHS will create a Performance Quality Assurance (PQA) team led by a deputy director. PQA will include the use of standardized review processes for measuring casework and outcomes associated with individual children. This team will also develop and provide leadership for a statewide continuous quality improvement plan involving all staff across the agency as well as external stakeholders, providers, community partners, service recipients, and resource parents. The plan will provide ongoing assessment of key processes and metrics, include commitments to evaluate child protection and maltreatment in care, and integrate lessons learned from abuse and neglect in care into ongoing quality assurance and practice improvement. The continuous quality improvement plan will be submitted to the Co-Neutrals	Jami Ledoux	<p>Draft CQI Plan submitted to coneutrals</p> <p>Pre-work for CQI Training</p> <p>Agenda for CQI training</p> <p>Oklahoma CQI vision and action plan from CQI training</p>	9/1/13					<p>The draft CQI plan was submitted to the co-neutrals July 1, 2013. We are awaiting feedback regarding the plan from the co-neutrals.</p> <p>Additionally, during this quarter the CQI team attended a 5-day training designed to create CQI leaders with the knowledge, skills and attitudes to be a catalyst for change in Oklahoma. The objectives for the training were as follows:</p> <ol style="list-style-type: none"> <li>1. Understand the strategic direction of the agency and their regions to engage and collaborate with Oklahoma leadership on</li> </ol>

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by July 1, 2013. The plan is subject to the approval of the Co-Neutrals and upon approval, will be incorporated into the Pinnacle Plan.								<p>performance improvement efforts.</p> <p>2. Understand the pinnacle measures and have the skills to identify benchmarks and practices that may underlie achieving these goals.</p> <p>3. Convey an optimistic attitude and a sense of leadership that trusts in the capacity of staff to implement solutions that will improve performance.</p> <p>4. Apply skills such as meeting facilitation, data display and action planning toward performance and quality improvement.</p>

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								5. Utilize increasingly proficient skills in data analysis to understand and convey trends and to stimulate action planning.