Quality Improvement Plan

Accessing the Quality Improvement Plan

Organizations will be able to access and edit the Quality Improvement Plan whenever the Org has at least one case, regardless of the case status. Action Items can be accessed in the Quality Dashboard and/or on the Quality Improvement Plan Tab (see red ovals).

Action Items

The creation of action items has several steps. Action Items can be created from three different entry points.

Entry Point 1: (see the red arrow)

- Click the Green View QIP button
- That will take you to the QIP Tab And Click the Green Action Item tab

Entry Point 2: (see the green arrow)

- Click on the Action Item button in the Red Case Type Ribbon. (NOTE: Entering Action items from this point of entry will automatically default to that case type/initiative. See number 1 in creation of action items.)
Entry Point 3:
- Click on the QIP tab and then click the Green Action Item Tab

**Creation of Action items:**
After Entering the Action Item area you will be ready to create Action Items. When first creating an Action Item, the user will be required to enter the following data elements. When clicking on the first tab you will see the screen below. This required information in an action item. This becomes the required info tab when you either ‘Save & Open’ or ‘Save & Add Another’
Steps to completing the Action Item Manager

Required Info Tab

Step 1: Case

Information that I need to know about Case:

a. The Case will default to most recent Quality Initiative you have been selected to participate in but allows to choose from different initiatives you are working on from a drop-down list of active cases (cases are the quality initiatives you are participating in or signed up for).

b. Organizations/Coaches will have to pick from the drop-down menu the case that they are creating the action item for. For example, if they are in Winning Ways and Bright & Early Step 2 they will have to choose the initiative they are creating the action item or goal for. If an action item is created from the red case type ribbon the Case will default to that case type. For Example if you create an action item from the red ribbon for ‘Maintaining Quality’ the case will default to Maintaining Quality.

Step 2: Category

Information that I need to know about Category:
Categories are selected from a drop-down menu. The categories being used in the ND QIP/Action Items are as follows:

1. Health & Safety
2. Physical Activity & Nutrition
3. Space & Furnishings
4. Learning Experiences
5. Interactions & Relationships
6. Career Pathways & Credentials
7. Inclusion & Special Needs
8. Business Management & Staff Management
9. Family Engagement
10. Planning & Assessment
Step 3: Goal

What I need to know about indicator/goal:

- You will only see the goals that fall under the corresponding Category
- They will appear from a drop down menu

For example, if “Health & Safety” is selected as the Category, the user will see the following Goals:

- Emergency and Disaster Preparedness
- CPR and First Aid
- Nap and Safe Sleep
- Diapering and Toileting
- Health Practices (Ex. Handwashing policies, Sun Safety)
- Safety Practices (Ex. Ratios & Supervision)

*Complete List of ND Identified Goals can be found at the end of this document.*

Step 4: Type

What I need to know about Type:

Type is a single-select drop-down menu. Type has four options: Materials, Professional Development, Practice, and Reflection)*

**Materials** = Materials and Equipment that is needed to make the goal successful. Ex. purchasing materials and equipment

If a Materials Action Item is created:

- Materials requires a description of the purchase
- Total Value for the purchase ($0 is not an acceptable value).
- Material description and value are required to be entered before this action item can be marked as complete.
**Professional Development** = Training required

If a professional development action item is created:

- If a Growing Futures approved training has been completed an event ID can be entered once the training completed, the event ID can be found on the individual’s Professional Development Record
- If completing a training from a national training organization an event ID does not need to be entered
- PD Topic must be entered
- And the total cost of the training must be entered ($0 is and acceptable value). Programs should enter the full cost of the training if they are receiving a reduced fee from Child Care Aware
- Total Cost must be entered for this type of action item to be marked complete

**Practice** = Implementation of a practice. Ex. practice handwashing with children

**Reflection** = Self-Assessment

**Step 5: Action (open-text field)**

What I need to know about Action:

Actions are open text that allows for up to 500 characters to be completed by the user. This defines the actions that need to be taken for the program to successfully implement the goal/action item. Ex. Put hand washing posters up at each sink in the program.
After entering these required basics, the user will have the option to exit out of the screen by clicking on the small x in the top right corner, or clicking on “Save & Add Another,” or clicking “Save & Open.”

- If the user clicks on the small x, the Action Item is not saved.
- If the user selects “Save & Add Another,” the Item will be saved and displayed at the bottom of the rapid entry screen. The user can immediately start entering another Action Item.
- If the user selects “Save & Open,” the item will be saved and the user will continue to the Action Item Details page where they can add additional details about the Action Item.

**Details Tab**

This tab houses all of the specifics of the QIP. Five components are housed in this tab; verification, assigned to, due date, classroom, and intended outcome.

**Verification (Can only be required from a Coach):**

Verification can be required for completion of a goal only by a coach. Just like programs coaches also have the ability to create an action item for the program to complete.

Completing Pending Verification

Once your program has completed the action item the coach will then see that it is complete from their view. They will them be able to go in and check on the action item.
**Assign to:**

Assigning an Action Item to a Person

Both Quality Coaches AND as an Org users, will be able to assign an Action Item to a particular person so that all parties are clear about who is responsible. The QIP is a tool for tracking who was assigned to which task, but NOT a tool for notifying staff of their assignments. Action Items can also be assigned to the coach that you are working with.

What this means:
- There will be a dropdown list of current employees (name, ID, position) to pick from. Directors/Owners or those responsible for the org account will need to make sure that all employees employment is tied to the org account and **verified** by the program. This is the ONLY way they will be in the drop down so they can be chosen and tied to an action item.
- Even though an employee is tied to a QIP they will not know that they are responsible for the completion of the goal. It will be up to the Org User/Administrator to meet with the employee to inform them of their relationship to the goal. This is a place for the “leadership” of the program to organize program goals in one place. The system will NOT notify an individual when assigned a goal.
- Coaches will have access to all the programs goals and who they have been assigned to on their own Coaching dashboard.

**Due Date:**

Assigning a Due Date to a QIP

A calendar date selector will appear when clicking in this box.

What this means:
- As a Coach AND as an Org user they will be able to create due dates for all goals/QIP’s.
- Action Items past the due date will show up as red and in the QIP ‘donut’ will show as past due.

**Classroom:**

Assigning and Action Item to a Classroom

As a Quality Coach, Org user, or Admin, I need to be able to assign an Action Item to a particular classroom so that all parties are clear about where the change is (and isn’t) happening.

What this means:
- Org users/Coaches can assign an action item to any classroom that is current for the Org. The Org Account owner will need to make sure that within the Org account all classrooms are listed within the classroom tab of the account.
- There will be a dropdown list of current Classrooms (Classroom Name, Lead Teacher) to pick from
- Once again this is a place for the “leadership” of the program to organize a goal and the system WILL NOT notify the classroom when assigned a goal.
**Investment Tab**

This tab only appears if the action item type ‘Professional Development’ or ‘Materials’ is selected. More information about investments is located in Action Item: Type.

**Documents Tab**

For any action item, one or more documents can be uploaded. Both the Coach and Org can do this. Both the Coach and Org has the option to require documentation by checking the ‘documentation required’ box.

What this means:
- The system will clearly show that the upload was successful
- Any user with access to the Action Item’s Details view will be able to view existing uploads, upload new items or delete uploaded items
- Allowable file type options include: .pptx, .pdf, .png, .doc, .docx, .jpg, .jpeg, .jpe, and .xlsx

**Notes Tab (Coaches ONLY)**

*If you are an organization* you will select “Save” and then a new screen will open to prompt you to either “Close” or “Save and Close”. An organization will have completed the action item. **ONLY** Coaches can enter notes.
Editing an Action Item

Coaches and Org Users need to be able to edit Action Items AND communicate and document what & when progress was made on an action item.

What this means:

- Org Users can edit nearly all aspects of an existing action item, ONLY if it is still in “Pending” status
  - Org Users cannot edit action items marked as “Complete” or “Removed”

Duplicating an Action Item

As a Program Director, I will often have to create multiple action items that are quite similar. I want to be able to create them very quickly. For example, if four teachers on my staff need to take the same training, I can create one action item for one teacher and then duplicate it three times and change the person assigned to a different teacher. Remember your coach is available to help you the first time you use this feature!

After clicking on the Duplicate button on the upper left hand side of the window. Users will get a Warning making sure they want to duplicate the action item. When selecting ‘Duplicate’ it recreates that action item.

What this means:

- User has created an exact replica of the action item. The only differences between the original and the duplicate will be that
  - the Person Assigned field will be made Null (in the details tab) and you will have to assign to the staff intended to complete the duplicated action item
CHILD CARE AWARE QUALITY IMPROVEMENT PLAN: STEP BY STEP GUIDE

- The creation date will be made null and you will be able to assign the desired due date for the duplicated action item.
- Uploaded documents will not be transferred. You will have to upload documents again if you did that with the original action item.

- When the “duplicate” button is clicked, the action item is displayed in the Action Item Manager view.
  - Documentation cannot be uploaded until the user has saved the item.
  - There will be an alert telling the user to save the item in order to access those additional functions. (See Examples below. Saving the Action keeps it open and allows you to upload documentation and enter notes.)

Documents cannot be entered until duplicate is saved

Viewing the Quality Improvement Plan

After entering the QIP tab organizations will see a list any action items that have been created for/by the organization and see them by category.

Organizations view will default to QIP’s organized by ‘Goal’ with the status ‘In Progress’. Although the default view will be sorted by category there will also be the option to choose to organize by ‘Case’ or ‘Due Date’. Completed and Removed items will be hidden by default but are accessible by checking the box to indicate the desire to see them included.

You have the ability to change the view and after you are done the view will default back to the original view after navigating away from the page.

- In ‘Case’ View: The most recent case (the one with the latest creation date) will appear at the top of the page.
- In ‘Due Date’ View: The items will be sorted in date order with those with the earliest target completion dates (overdue items first) appearing at the top of the page. For action items that have the same target completion date they will be sorted by category (goal).

Users can also search by Action Item ID, key words or Person assigned by typing in the General Search Text Box, see red oval in the example below:

Below is an example of the default view on the left and the view sorted by Due Date on the right.
These examples show organizations, coaches, administrators and an overview of the action item that is not overly detailed. To access more detailed information about an individual action item, click on the action item name or on the green manage button (see red arrows). Return to the QI Plan view by exiting the details view.
The goals will appear as a drop-down menu. The ND identified Goals are listed below:

1. Health & Safety
   a. Emergency and Disaster Preparedness
   b. CPR and First Aid
   c. Nap and Safe Sleep
   d. Diapering and Toileting
   e. Health Practices (Ex. Handwashing policies, Sun Safety)
   f. Safety Practices (Ex. Ratios & Supervision)

2. Physical Activity & Nutrition
   a. Nutritious meal
   b. Active Play
   c. Limited Screen Time / Use of TV, Video, and/or computer

3. Space & Furnishings
   a. Indoor Space
   b. Furniture for Routine Care, Play and Learning
   c. Provision for Relaxation and Comfort
   d. Arrangement of Indoor Space
   e. Display for Children

4. Learning Experiences
   a. Language and Literacy
   b. Fine Motor
   c. Art
   d. Music and Movement
   e. Blocks
   f. Dramatic Play
   g. Sand and Water Play
   h. Nature and Science
   i. Math and Number
   j. Promoting Acceptance of Diversity

5. Interactions & Relationships
   a. Behavior Guidance
   b. Greeting and Departing
   c. Supervision of Play and Learning
   d. Peer Interaction
   e. Staff-Child Interaction
   f. CLASS
      i. CLASS Infant: Responsive Caregiving
      ii. CLASS Toddler: Emotional & Behavioral Support
      iii. CLASS Toddler: Engaged Support for Learning
      iv. CLASS PreK: Classroom Organization
      v. CLASS PreK: Emotional Support
      vi. CLASS PreK: Instructional Support

6. Career Pathways & Credentials
   a. Specialized Credential (CDA, Renewal & A4X)
   b. Career Pathways Achievement
   c. Growing Futures / Org Account

7. Inclusion & Special Needs
   a. Early Childhood Screening
   b. Behavioral
   c. Developmental
   d. Health
   e. Provisions for children with disabilities
   f. Expulsion Prevention
   g. Referral

8. Business Management & Staff Management
   a. Requirements for Licensing
   b. Provisions for Staff
   c. Budgets
   d. Marketing
   e. Record Keeping & Software
   f. Financial Incentives (CACFP, CCAP, etc)
   g. Legal & Insurance
   h. Facility Review and Recommendations

9. Family Engagement
   a. Family Support and Involvement
   b. Family Communication
   c. Support for Breastfeeding

10. Planning & Assessment’
    a. Curriculum & Intentional Teaching
    b. Screening & Referral
    c. Observation & Assessment
    d. Individualized instruction