

Continuous Quality Improvement

Mega Mix | Dabbling + Creative Ways

WELCOME TO THE *DABBLING IN THE DATA + CREATIVE WAYS TO SOLICIT FEEDBACK* PLAYLIST!

One of the best ways to use the *Creative Ways* and *Dabbling* methods is to mix them together, creating a hands-on, interactive experience for your interest holders.

Just like those epic, genre-spanning mega mixes of lots of songs, putting together a combination of *Creative Ways* and *Dabbling* is great way to collect rigorous, people-centered information and to make that data more memorable and meaningful.

The team at Public Profit put together the Continuous Quality Improvement Mega Mix to give you a jumpstart for your own work. Have fun!

CONTINUOUS QUALITY IMPROVEMENT

Nearly every mission-driven organization does some kind of continuous quality improvement (CQI), using information at hand to identify needs and priorities, taking action to address the need, and taking stock of how it went. One common model for this is called Plan-Do-Study-Adjust, another is Assess-Plan-Improve... there are many to choose from!

This mega mix will help teams to use participatory, inclusive, ways to solicit input from interest holders, to gather information as the new service is rolled out, and to engage teams in reflecting on lessons learned.

Teams can weave these activities throughout their CQI process. We share activities aligned with each stage in the Plan-Do-Study-Adjust cycle. Each activity will take between 30-90 minutes, depending on the group size (larger groups = more time) and the complexity of the topic under discussion. Detailed instructions for each activity are in *Dabbling in the Data* and *Creative Ways to Solicit Feedback*.



PLAN



Gather available information, examine it in light of your priorities, decide on a next step.

High-Low
Data Placemat
Magic Quadrant

DO



Implement the change in policy or practice. Collect evidence as you go!

Token Survey
Watch 'n Learn
Selfie Station
Exit Interviews

STUDY



Assess implementation, reflect on progress.

Trend Timeline
Data Placemat
Fishbone Diagram
Iceberg Analysis

ADJUST



Modify the plan based on lessons learned.

Magic Quadrant
Emergent Learning Table