

## Continuous Quality Improvement Domain – Group Discussion Prompts

Group discussion of each of the domains in the ESTA will assist organizations to further examine the domain. *During discussion, consider potential actions that may be undertaken to make further progress in the transformation process.*

- Begin discussion by reviewing the agency's CQI processes at the organizational, program and individual levels and actions taken to implement and/or enhance CQI processes as related to the transformation, including managing progress with the overall strategic plan.
- Do the agency's CQI processes comprehensively address all aspects of the organization's operations and program services? Does the CQI team include representatives from all levels of the organization, as well as individuals and family members involved in this process?
- Discuss how the agency's CQI process includes the collection of data related to both agency operations and services (i.e. individual and program specific) to inform decision/actions. How are these data collected and used?
- Discuss how (or if) data from individual person-centered planning efforts are aggregated to identify issues and trends that require agency attention.