



Increasing Program Quality: Continuous Improvement

The Continuous Improvement Management Process



Assess and Communicate Results





Communicating Your Results

- Who needs to know your program data?
- What interests them most about your program?
- What do you WANT them to know about your program results?
- What do you want them to do with the information?
 - Be aware?
 - Engage?
 - Act?
 - Or be friends of the program?

Tips for Continuous Learning and Improvement



- Engage all stakeholders
- Build relationships and trust
- Regularly communicate feedback to staff and stakeholders
- Clarify roles and responsibilities

Tips for Continuous Learning and Improvement *(cont.)*



- Communicate data and results in easy-to-understand language
- Focus data reporting on elements program staff can change
- Plan next steps for using data results