

Continuous Quality Improvement

Public Consulting Group (PCG) has a team who can assist state and local governments to evaluate the implementation of evidence-based practices. PCG helps state and local agencies to develop fidelity and outcome monitoring tools and strategies, and to carry out those monitoring efforts.

How Can PCG Help with Continuous Quality Improvement?

Design an Evaluation Strategy: PCG can work with your agency to develop an evaluation methodology and protocols to assess adherence to an evidence-based model and measure client satisfaction as well as outcomes.

Manage the CQI Process: PCG brings decades of project management expertise to the table to manage and oversee an agency's continuous quality improvement process. This includes developing project plans, timelines, milestones, and dependencies; providing training and technical assistance to members of the review team and stakeholders; and authoring periodic reports summarizing the state of the evaluation activities.

Conduct the Evaluation: PCG can provide the "boots on the ground" to conduct evaluation activities. Depending on the evaluation strategy and the scope of data to be gathered, this work could include conducting on-site case reviews, leading stakeholder interviews/focus groups, collecting administrative data from both internal and external systems, and measuring client satisfaction.

Compile, Analyze, and Report: PCG also brings the right combination of analytical and program expertise to collect, analyze, and report on data collected over the course of each evaluation. Whether reports are intended for a wide public-focused audience or if they are more detailed for internal decision-makers—PCG has expertise using both qualitative and quantitative data to develop deliverables that will guide the client's future areas of focus. By incorporating geospatial analysis, PCG can also help agencies identify service areas that are best served by the agency, as well as where the largest service need exists.

Satisfy Funding Requirements: PCG can provide the expertise, staffing, and technical tools to "close the loop" on continuous quality improvement activities. This is done through supporting clients to:

- ✓ Meet their evaluation requirements to demonstrate that programs meet model standards
- ✓ Identify where corrective action is needed
- ✓ Measure impact and explain discrepancies where they exist
- ✓ Thoughtfully plan for remediation

Are you interested in continuous quality improvement? Contact us to learn more about how PCG can help you evaluate and monitor evidence-based practices!

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 www.publicconsultinggroup.com