



Total Alignment: Utilizing Gazelles Business Model As A Quality Improvement Tool

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WORKSHOP FRAMEWORK

- Our organizational challenge and what we chose to do about it
- How UMFS integrated Gazelles with POI
- Results of this initiative
- How this might apply to your organization



UMFS

Who We Are

Our challenge: growing pains...

ordered

complex

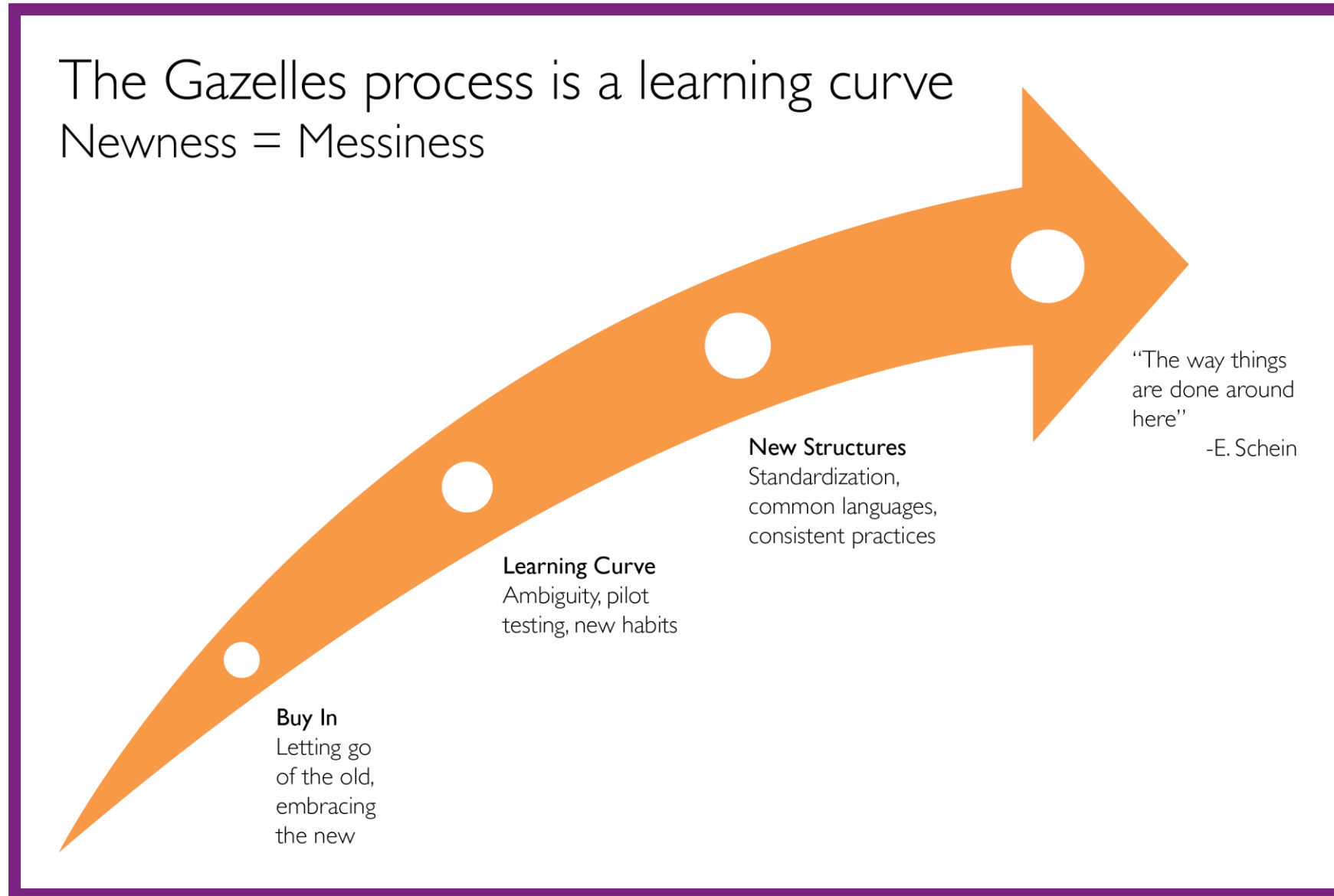
chaotic

empowerment

alignment

Ordered organizations need empowerment
Chaotic organizations need alignment

QI as a Change Management Process...





Our Journey

Breaking Down Silos...Creating Alignment



We had to do something different.



4 Key Decisions

People

- Values & Fit
- Accountability

Strategy

- Growth
- Collaboration

Execution

- Time
- Outcomes

Cash

- Oxygen
- Options

PEOPLE



STRATEGY



EXECUTION



CASH



4 Key Decisions

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Strategy

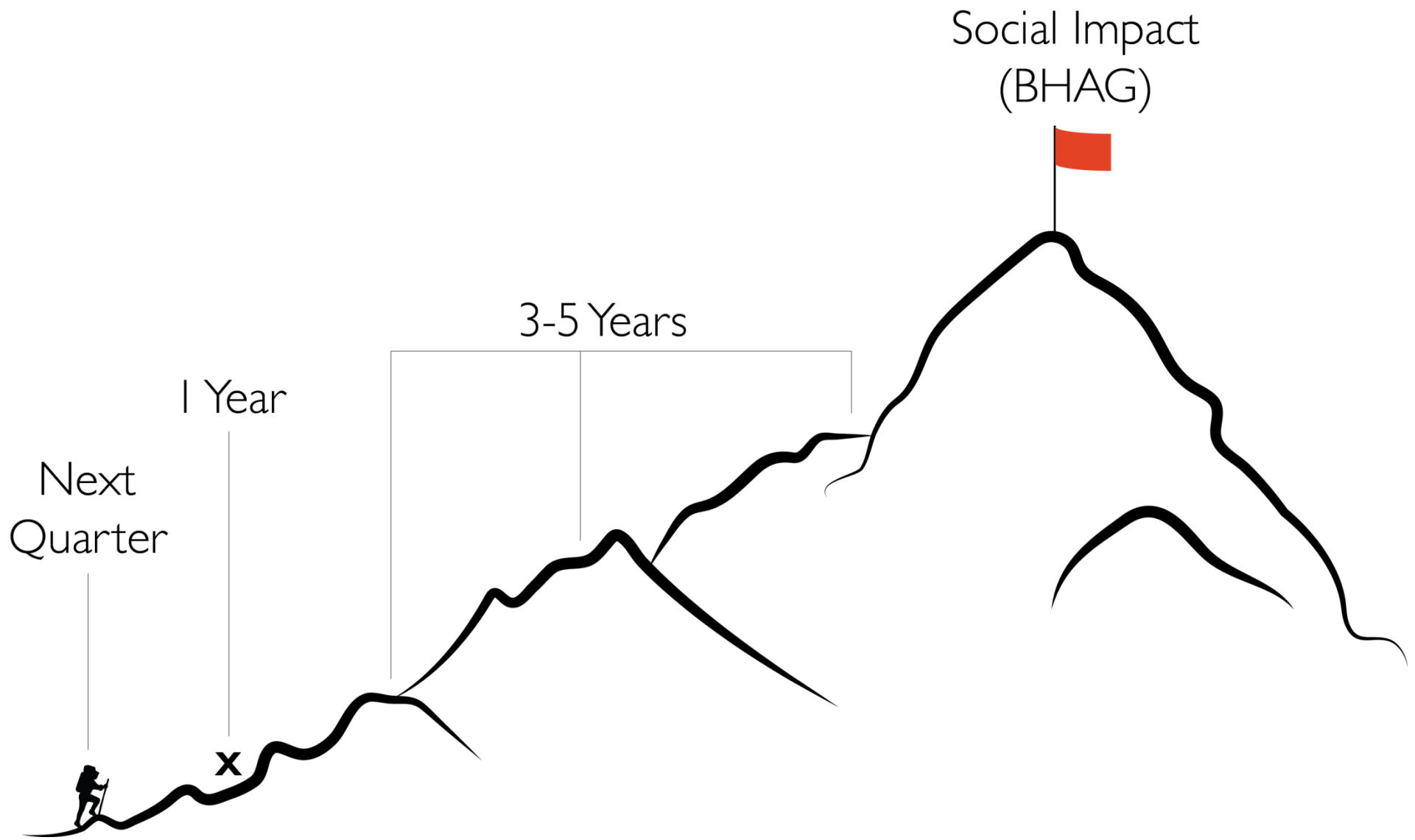
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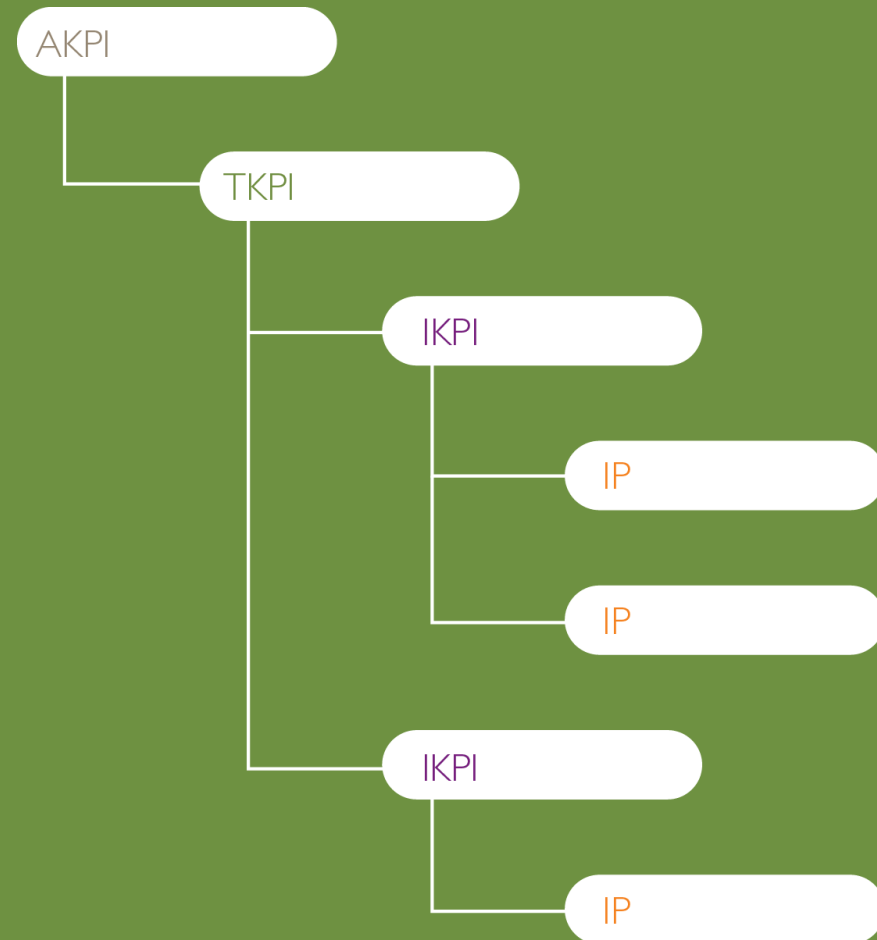
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- Oxygen
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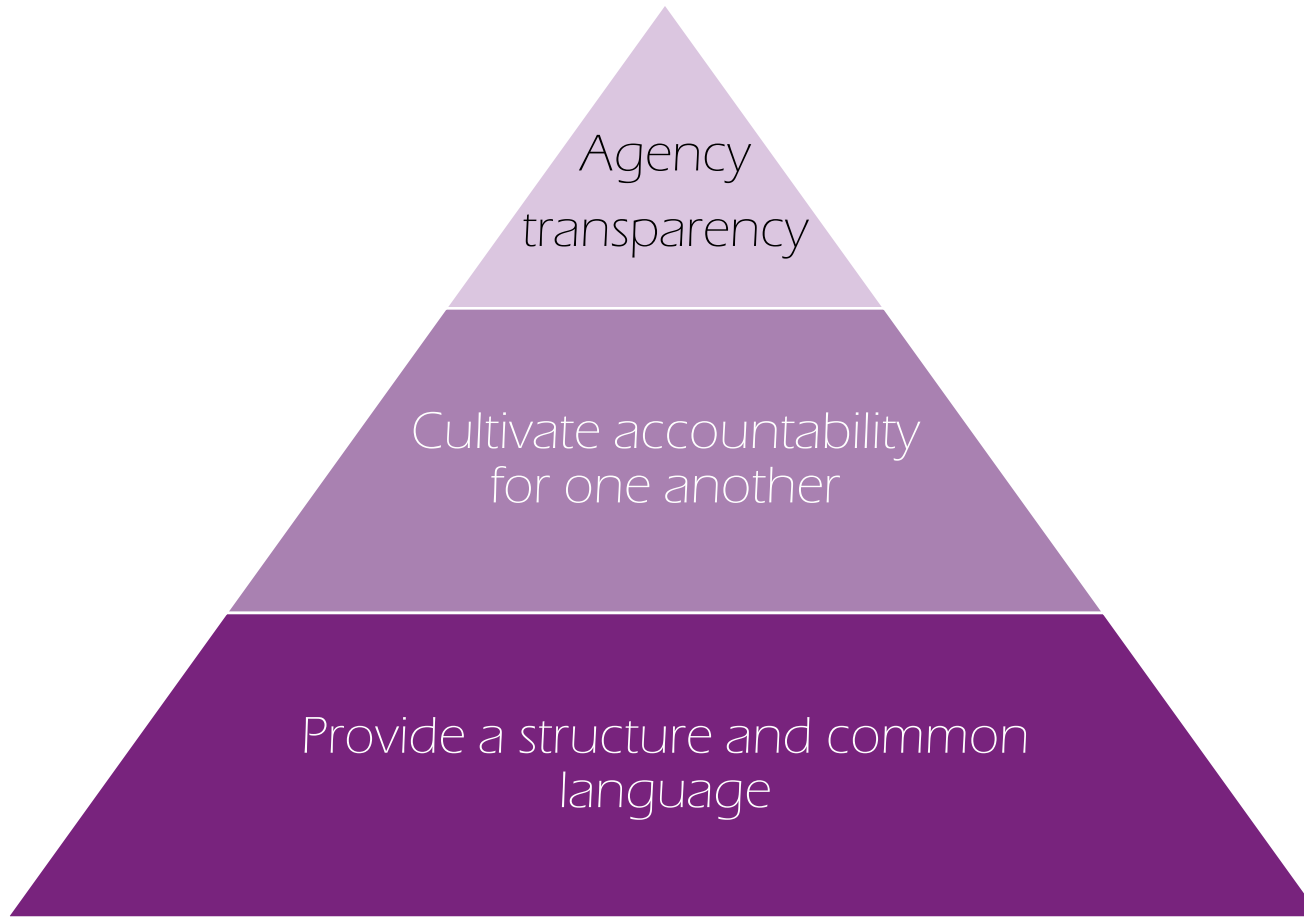


NUTS & BOLTS

AKPI = Agency Key Performance Indicators
TKPI = Team Key Performance Indicators
IKPI = Individual Key Performance Indicators
IP = Individual Priority



Gazelles Impacted our PQI System...



BEFORE:

Outcome Indicator	Benchmark	Jul-Sep '13	Oct-Dec '13	Jan-Mar '14	Apr-Jun '14
TFC Clients Served	# of bed-days provided in the reporting period:	11,871	13,591	14,152	14,673
	# of clients that received services in the SAME reporting period:	171	202	198	216
TFC Placement Stability	# of clients w/ 2 or fewer placements in the 12 month reporting period:	168	202	198	216
TFC Length of Stay	Mean Length of Stay in Days:	394	285	338	316
	Median Length of Stay in Days:	217	84	183	179

AFTER:

RELATIONSHIPS ARE OUR BUILDING BLOCKS



of youth in Treatment Foster Care had only one placement while at UMFS

new foster homes are approved and ready to care for youth in our TFC program

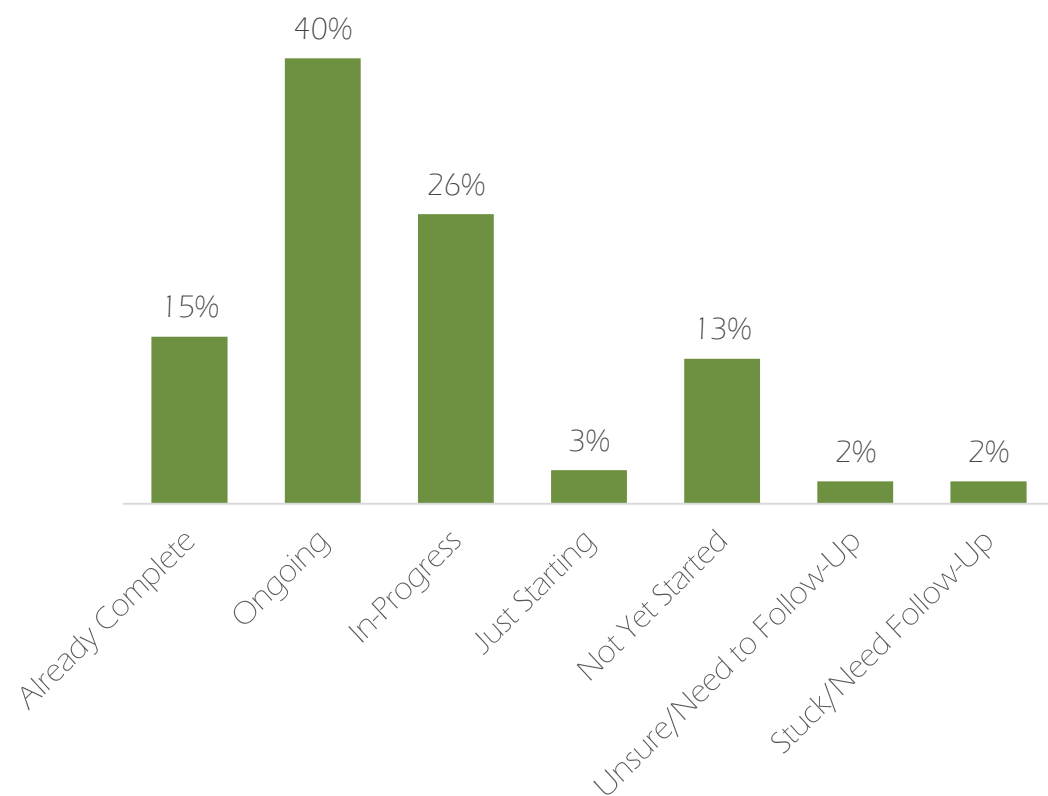


76%

of assessed TFC youth reported feeling moderate to high levels of connectedness with at least one supportive adult

NUTS & BOLTS:

Action Plan Progress (in Align)



Net Promoter Surveys (Agency KPI)



At least 70% of UMFS unwavering champions (staff, family partners, volunteers, and donors) are promoters (as measured by NPS)

NUTS & BOLTS:

(KPI) Action plans to address survey trends.

Align – Individual Priorities		
Task (IP)	Owner	Achievement
Promote Awareness of IT	KM	100/100
Assign AskIT as part of Morning Checks	JY	45/100
Create automatic email for new AskIT submissions	KG	85/100



At least 70% of UMFS unwavering champions (staff, family partners, volunteers, and donors) are promoters (as measured by NPS)





Q & A

What we could imagine in the future...

