

FAMILY DRIVEN TEAMING QUALITY IMPROVEMENT REPORTING

OVERVIEW

To support high-quality, consistent implementation of the Family Driven Teaming model, each program is required to engage in quarterly quality improvement activities.

These include:

- Program Fidelity Self-Assessments
- Plan-Do-Study-Act (PDSA) Plans
- Success Stories

Together, these components help programs identify strengths, address areas for growth, and reflect on program and client-level successes.

Completing all three components on a quarterly basis ensures that programs stay aligned with model expectations and build a culture of continuous learning and improvement.

HOW ITS COMPLETED

Program Supervisors will enter quality improvement data for their team on a quarterly basis into YFTI's online Dashboards. Teams are encouraged to regularly review their data together to inform decisions and monitor progress.

PROGRAM FIDELITY SELF-ASSESSMENTS

The Program Fidelity Self-Assessment is a reflection tool completed during the first week after each quarter (e.g., April, July, October, January).

It is designed to help identify healthy program implementation across six key domains:

1. Leadership
2. Staffing
3. Census
4. Teaming
5. Planning
6. Evaluation

PURPOSE:

- Establish a clear picture of current implementation
- Define what program practices look like across domains
- Identify strengths and areas for growth
- Promote team reflection and shared understanding

WHY IT MATTERS:

- Programs remain aligned with model expectations
- Challenges are identified early before they grow
- Programs can track progress over time
- Improvement efforts are grounded in program experience

KEY EXPECTATIONS:

- Completed collaboratively as a team
- Focus on honest reflection, not perfection
- Entered quarterly into the YFTI dashboards
- Used to guide next steps for improvement

PDSA (PLAN-DO-STUDY-ACT) PLANS

Following the completion of the self-assessment, sites will engage in Plan-Do-Study-Act (PDSA) plans to address areas identified and prioritized as opportunities for improvement. PDSA plans are a structured, incremental method for testing and refining changes in practice. They support teams in making data-informed decisions and building sustainable improvements over time.

PURPOSE:

- **Plan:** Identify a priority improvement area and develop an action plan
- **Do:** Test the change on a small scale
- **Study:** Review data and evaluate what worked and what didn't
- **Act:** Decide to adopt, adapt, or discontinue the change

WHY IT MATTERS:

- Improvement efforts are intentional and measurable
- Changes are tested before full implementation
- Teams use data to guide decisions
- Progress is continuous and sustainable over time

KEY EXPECTATIONS:

- Directly linked to self-assessment findings
- Focused on specific, achievable changes
- Entered quarterly into the YFTI dashboards
- Reviewed and updated each quarter

SUCCESS STORIES

Success Stories are brief, de-identified narratives that highlight meaningful program achievements and the real-life impact on youth and families.

Once they are entered, YFTI categorizes them into common themes:

- Increased Satisfaction with Care
- Improved Youth Functioning
- Increased Family Empowerment/ Self-Advocacy
- Increased Family Collaboration
- Improved Mental and Behavioral Health Outcomes
- Increased Hope for the Future
- Reduced Caregiver Stress and Strain
- Increased Connection to Natural and Community Supports
- Early Identification of Needs and Timely Access to Care
- Reduced Crises and Emergency Use
- Increased Service Coordination and Integrated Care Planning
- Improved Quality of Life

PURPOSE:

- Capture outcomes that may not be fully reflected in quantitative data
- Illustrate the human impact of services
- Provide context and depth to program performance

WHY IT MATTERS:

- Programs document qualitative outcomes
- Highlights the impact of services
- Family and youth voices are centered
- Positive change and progress are recognized and shared

KEY EXPECTATIONS:

- Must be de-identified (no names, dates of birth, service dates, etc.)
- Should focus on meaningful progress or achievements
- Entered quarterly into the YFTI dashboards but programs can enter them more regularly.