

CSA Continuous Quality Improvement – Terms and Definitions

Term	Acronym	Current Definition
Child and Adolescent Needs and Strengths	CANS	Mandatory uniform assessment instrument required for every youth served through CSA.
Continuous Quality Improvement	CQI	Ongoing cycle of collecting data and using it to make decisions to improve programs and services. CQI is the repeated process of identifying, analyzing data on strengths and challenges, testing, implementing, learning from, and revising solutions.
CSA Data and Outcomes Dashboard (CQI)		An information management tool that visually displays key performance measures and data points. Often called a business intelligence (BI) tool.
CSA CQI Documentation Template		A tool for local CPMTs to use for recording and documenting the data reviewed, observations made, person(s) responsible for ensuring follow-up and actions taken within the desired timeframe. CPMTs can use the CSA CQI Documentation Template to record whether action is completed or continues.
Data / Data Point		A fact or measure that is represented numerically and/or graphically. Examples: the percent or number of something, pattern or percentage change (decrease, increase) over time.
Objective		Desired outcome, result, or achievement of the CQI process.
Observation		Reviewing data, noting what is seen and summarizing conclusions regarding that data.
Outcome		A measurable and observable result or change for an individual, group, organization, system or community following the provision of services or supports. Can also be changes that are seen after there are modifications in the ways that services or supports are delivered.

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Performance Measure		Description or result of work, used to tell a story about whether an agency or activity is achieving its objectives and if progress is being made toward attaining goals.
Plan-Do-Check-Act	PDCA	Four steps of the CQI cycle. By following and repeating these steps, CPMTs will meet the requirements for CSA CQI.
Responsible Party		Person or group responsible for completing assigned work and activities; achievement of a goal.
Results-Based Accountability	RBA	A framework that uses a data-driven, decision-making process to help communities and organizations think about and take action to solve problems. Presented in Mark Friedman’s book, <i>Trying Hard Is Not Good Enough: How to Produce Measureable Improvements for Customers and Communities</i> .
SMART Goals		Organizational goals that are specific, measurable, attainable, relevant and time-specific.
Timeframe		Deadline by which a goal is to be accomplished, period during which planned action is to take place.
Utilization Management	UM	Process of reviewing aggregated, program-level data to determine if program funding, resources and approaches are effective and provided efficiently. A Code of Virginia requirement for CPMTs.
Utilization Review	UR	Process of reviewing individual cases to determine if the appropriate treatment plan and services are in place based upon the client’s current level of need. Formal assessment of the necessity, efficiency, and appropriateness of the services and treatment plan for an individual.