



## CQI Reflection Meeting Agenda

### Materials:

- Flip chart or butcher paper
- Tape
- Markers
- Reflection questions

### I. Welcome (5 minutes)

- Housekeeping
- Materials

### II. Icebreaker (10 minutes)

- Choose an icebreaker that allows participants to share what they hope to get out of this meeting or use the following example:
  - Concentric Circles
    - Split the participants into two circles, with one circle inside the other. Have the inside circle face the outward circle, and the outside circle face inward so that the two circles are facing one another. Whoever each person is facing is now their partner.
    - Give the partners two minutes each to answer one of following questions:
      - What do you hope to gain from this reflection meeting?
      - If you could have any super power what would it be, and why?
      - What is one thing you learned from this last CQI cycle?
      - What is your dream vacation, and why?
    - After two minutes, ask the group on the inner circle to take one step to the right so that everyone has a new partner.
    - Give the partners two minutes to ask and answer the next question on the list.

### **III. Celebrations (10 minutes)**

- Take a minute to recognize and celebrate the effort your staff put into the quality improvement work. You can recognize them verbally or through a gift.

### **IV. Reflection Process Part 1 (35 minutes)**

- Post the Access, Plan and Improve reflection questions on three flip chart pages. Add any relevant questions.
- Hang the flip charts in three spaces around the room. Provide enough markers for every participant and extra blank flip chart paper.
- Split participants into three groups and assign each group a starting phase.
- Explain that each group will have 10 minutes to write any and all answers, thoughts, solutions, action items or additional question they have about their phase.
- After 10 minutes, have the groups shift so they are on a new phase. Each group will have a chance to answer the questions from each phase.
- After all the questions from each phase have been answered, take a 10-minute break.

### **V. Reflection Process Part 2 (30 minutes)**

- Ask participants to position themselves next to the phase they are most interested in. If you have a large group, break them into smaller groups of two to six people.
- If you have a phase that no one selects, ask for volunteers so that each phase has at least two people.
- Explain that each group will now have 10 minutes to process all of the information on the flip charts and present it to the larger group.
- Have the groups answer the following questions about each phase:
  - What – What did we actually do?
  - So, what – What do we need to adjust?
  - Now, what – What are the potential action items?

## **VI. Group Debrief (10 Minutes)**

- Hang three flip charts with the Adopt, Adapt and Discard reflections questions on them.
- Ask for three volunteers and assign them one of the three flip charts. Give them a marker and ask them to write the groups' thoughts on their assigned flip charts.
- Explain that now that everyone has had the chance to look at each phase and hear the presentations from their peers, they are going to think together about the entire CQI cycle and make some decisions about what to Adopt, Adapt and Discard.
- Have the group offer their thoughts in a popcorn style discussion while the volunteers make notes on their corresponding flip chart.

## **VII. Individual Reflection (10 minutes)**

- Stoplight Reflection
  - Draw a stoplight on a flip chart paper and provide several Post-it Notes for each participant.
  - Tell them to take five minutes to anonymously answer the questions below. They should write one answer per Post-it Note.
  - After five minutes, ask a few participants to share what they wrote. Then ask them to place their Post-it Notes next to the correct color on the stoplight.
    - Red light – After today, what will you stop doing in your CQI practice?
    - Yellow Light – After today, what is something you discovered you have already been doing that is a CQI best practice?
    - Green Light – After today, what is something that you will start to do?