



### Continuous Quality Improvement

Section/ Time Estimate	Materials/Activity Steps	Slide Number
Welcome 3m		(1–3)
1m	1. Introduce facilitator and welcome participants	
2m	2. Review Agenda, Objectives, and Housekeeping	1–3
Opening Activity 35m	<i>Lost at Sea Ranking Chart, Flip Chart Paper, Markers</i>	(4–6)
1m	1. Handout “Lost at Sea” Ranking Chart	
	2. Review Instructions	5
5 m	3. Give participants 5 minutes to rank the items they think would be most important to have if “Lost at Sea” in Column 1 of the chart	
2m	4. Break participants into pairs	
2m	5. Give the pairs 2 minutes to identify differences in rankings	
4m	6. Give the pairs 4 minutes so that each person has 2 minutes to provide evidence for why they chose their rankings	
	7. Have participants form groups of 4 with their current partner and an additional pair. Make sure each group has flipchart paper and markers	
4m	8. Give the new groups 4 minutes so that each pair has two minutes to summarize the discussion they had in their pairing	
5m	9. Tell groups they are now to decide on their group’s overall ranking	
4m	10. Display the Coast Guard rankings and tell participants to review and discuss the Coast Guard’s rankings compared to their own	6
5m	11. Debrief <ul style="list-style-type: none"> <li>a. Why were the scores different between group members?</li> <li>b. What changed people’s opinions?</li> <li>c. How did seeing the Coast Guard’s suggestions impact your opinion?</li> <li>d. How does this activity relate to coming to consensus on our YPQA scores?</li> </ul>	



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The What, Why, and How of Consensus 10m		(7– 10)
5 minutes	12. Review Slides 8–10	8–9
5 minutes	13. Review Consensus Process <ul style="list-style-type: none"> <li>a. Present Item Slide</li> <li>b. Have assessor share the evidence and score</li> <li>c. Have all participants agree or disagree by showing a thumbs up or thumbs down.</li> <li>d. If anyone has a thumbs down allow them to share why they disagree</li> <li>e. Present slide with information from the PQA handbook and review examples.</li> <li>f. Group will have 2 minutes to discuss the item further with all of the new information</li> <li>g. Check for score agreement again</li> </ul>	10
Group Agreements 15m	<i>Flip Chart Paper</i>	(11)
	14. Now that we all understand the consensus process and experienced some consensus during the Lost at Sea activity, I want us to think about what will be necessary for us to have a positive and productive consensus meeting. 15. Ask participants to pair up with the person next to them and think through the following questions for 5 minutes:	11



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	<ul style="list-style-type: none"> <li>a. <i>What things would make this meeting work well for you?</i></li> <li>b. <i>What makes this a safe and respectful place for us to work in?</i></li> <li>c. <i>What would make this group a good space for learning?</i></li> </ul> <p>16. Ask people to share what they discussed and write the ideas on flip chart as they say them, adding a check mark by anything said more than once.</p> <p>17. Now go through the list one by one and check for clarification. Discuss how this can be turned into practical ways of working.</p> <ul style="list-style-type: none"> <li>a. i.e. "<i>it's alright to disagree</i>" – how would this work practically? You could add "... by challenging what a person says, not attacking the person themselves."</li> <li>b. Another example is <i>Confidentiality</i>. This is also quite vague and you will need to discuss what people understand by it and what level of confidentiality they expect from the group</li> </ul> <p>18. Once you have the list, do a quick <b>check for agreement</b> on all the points from the whole group.</p>	
Item Review 30–120m	Copies of YPQA	(12– 152)
	<ol style="list-style-type: none"> <li>1. Review each item using the consensus process</li> <li>2. If there is total agreement in the 1<sup>st</sup> voting round for a particular item, you can skip the corresponding "Item Examples" slide and move to the next item</li> </ol>	
Reflection 10m		153
	Constellation reflection	
	<ol style="list-style-type: none"> <li>1. Pick a middle point of the room and explain that you are going to ask a series of questions about the consensus meeting and people should arrange themselves in three circles around the middle point</li> </ol>	



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	<ul style="list-style-type: none"> <li>• The inner circle is those folks who feel very comfortable with a concept, they could go back today and put the concept into practice</li> <li>• The middle circle is folks that feel like they get it but really want more practice before they would feel comfortable applying the concept</li> <li>• The outer circle is folks that are still not quite sure about the concept and feel like they need more research and practice</li> <li>• Questions <ul style="list-style-type: none"> <li>• How do you feel about the consensus process?</li> <li>• How comfortable are you with your knowledge of the YPQA?</li> </ul> </li> <li>▪ Between each concept ask folks from various circles to share why are they standing where they are and if those who are not in the inner circle would like to share what they may need to get into the inner circle</li> </ul>	