

How to use this Tool

What is CQI?

CQI or 'Continuous quality improvement', is the process of using monitoring and evaluation (M&E) data to make sure your activities are the best they can be. CQI is simply asking ourselves two key questions about an activity or program:

- How are we doing?
- Can we do better?

This is something we should do at regular intervals throughout a program. We talk about 'improvement' because the CQI process is about making things the best they can be. It is not meant to suggest that an activity is a bad one. There is always room for improvement, even if an activity is working well. CQI is often about making small changes that 'fine-tune' an activity.

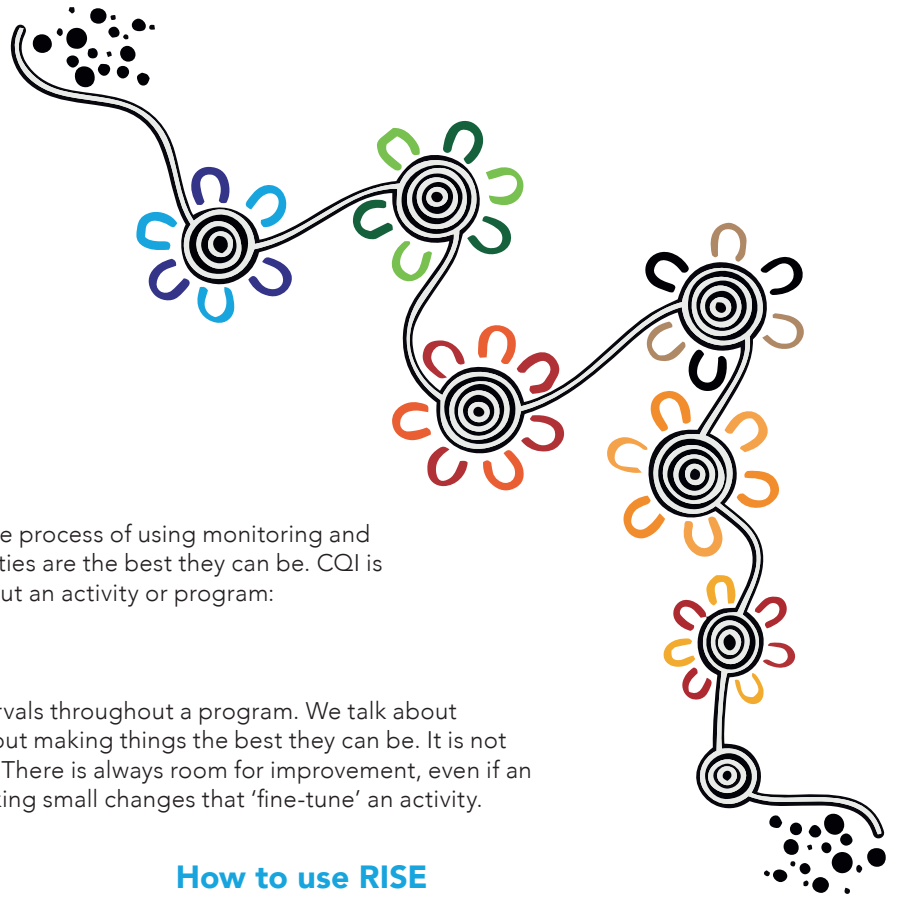
How is this different to monitoring and evaluation?

M&E data answers the question 'How are we doing?'. CQI takes place when we use that data to answer the second question 'Can we do better?' and make any changes that are needed.

What is the RISE Tool?

The RISE tool was co-created with the TIS workforce to support teams to use their M&E data for CQI. The tool gets its name from the four main categories of M&E questions used for TIS - **R**each (exposure and engagement), **I**mplementation (delivery), **S**atisfaction (community feedback) and **E**ffectiveness (activity outcomes). RISE has one section for each of these categories. Each section has:

- Room for both numerical (counts) and conversational data
- Questions about what the activity achieved
- Questions to help you reflect on how the activity might be improved



How to use RISE

RISE can be used to organise your M&E data for any of your TIS activities. Organising the data in this way will help:

- Guide discussions among your team when planning future work
- Present evidence of your work's effectiveness to others
- Understand what works and why, and what does not work so well and why this is the case

We recommend using the following step by step CQI process:

- Meet as a team to discuss which activity(ies) you are going to review
- Agree the roles for all team members in the CQI process and a timeline for completion
- Gather together the data collected from your M&E
- Organise the data using the RISE tool
- Discuss what you have learnt from answering the questions about achieving, missing or exceeding your activity goals
- Map out a plan to make improvements to your activity suggested by this process
- Celebrate your successes as a team and the changes taking place in the community, however small

Keep in mind the following

The more detailed information you include in the RISE tool, the more useful it will be for improving your performance as a team, and the effectiveness of your activities for the communities where you work

Activity

Review completed by

Date of review

 / /

Reach (exposure and engagement)

Who was the intended audience for this activity?

What is the total number for this population in your service delivery area?

How many people did you expect would be (a) exposed to and (b) engage in this activity?

How many people were (a) exposed to and (b) engaged in this activity?

Based on this data was the activity reach:

- Achieved
- Missed
- Exceeded

What was the main reason you achieved, missed, or exceeded your reach goal? Think about:

- If you missed your goal, is it realistic? Should you reduce intended reach, or can you increase numbers engaged?
- If you achieved or exceeded your goal, have you maximised your reach or can you increase intended reach?

Implementation (delivery)

Was this:

- One off event
- Repeated activity (more than once a year)
- Ongoing (everyday practice)

Was the activity run as planned?

What do you think worked well?

What do you think didn't work so well?

Based on this data was the activity delivery:

- Achieved
- Missed
- Exceeded

What was the main reason you achieved, missed, or exceeded your implementation goal? Think about:

- If you missed your goal, is the plan realistic? E.g. Do you have the resources to run the activity as designed?
- If you achieved or exceeded your goal, is there one thing that would make the activity run even better next time?

Satisfaction (participant feedback)

How did you measure participant satisfaction?

Were participants satisfied with the activity?

What did they say worked well?

What did they think could be improved?

Based on this data was the activity satisfaction:

Achieved Missed Exceeded

What was the main reason you achieved, missed, or exceeded your satisfaction goal? Think about:

- What one thing will you change about the activity based on participant feedback?

Effectiveness (outcomes)

What outcome(s) did you expect to see as a result of this activity?

How did you measure this outcome?

Was this outcome achieved?

Were there any unexpected outcomes?

Based on this data was the activity:

Achieved Missed Exceeded

What was the main reason you achieved, missed, or exceeded your outcome goal? Think about:

- If you missed your goal, is your intended outcome appropriate for the activity, or does it need adjustment? Are you using the right measure for these outcomes?
- If you achieved or exceeded your goal, are there any other adjustments that would make this activity even more effective?

Overall how effective do you think this activity was:

Not effective at all Effective
 A little bit effective Very effective
 Somewhat effective