

# Building a Culture of Best Practitioners

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UC Davis CQI Conference 2020



# Best Practitioner

## Best Practice

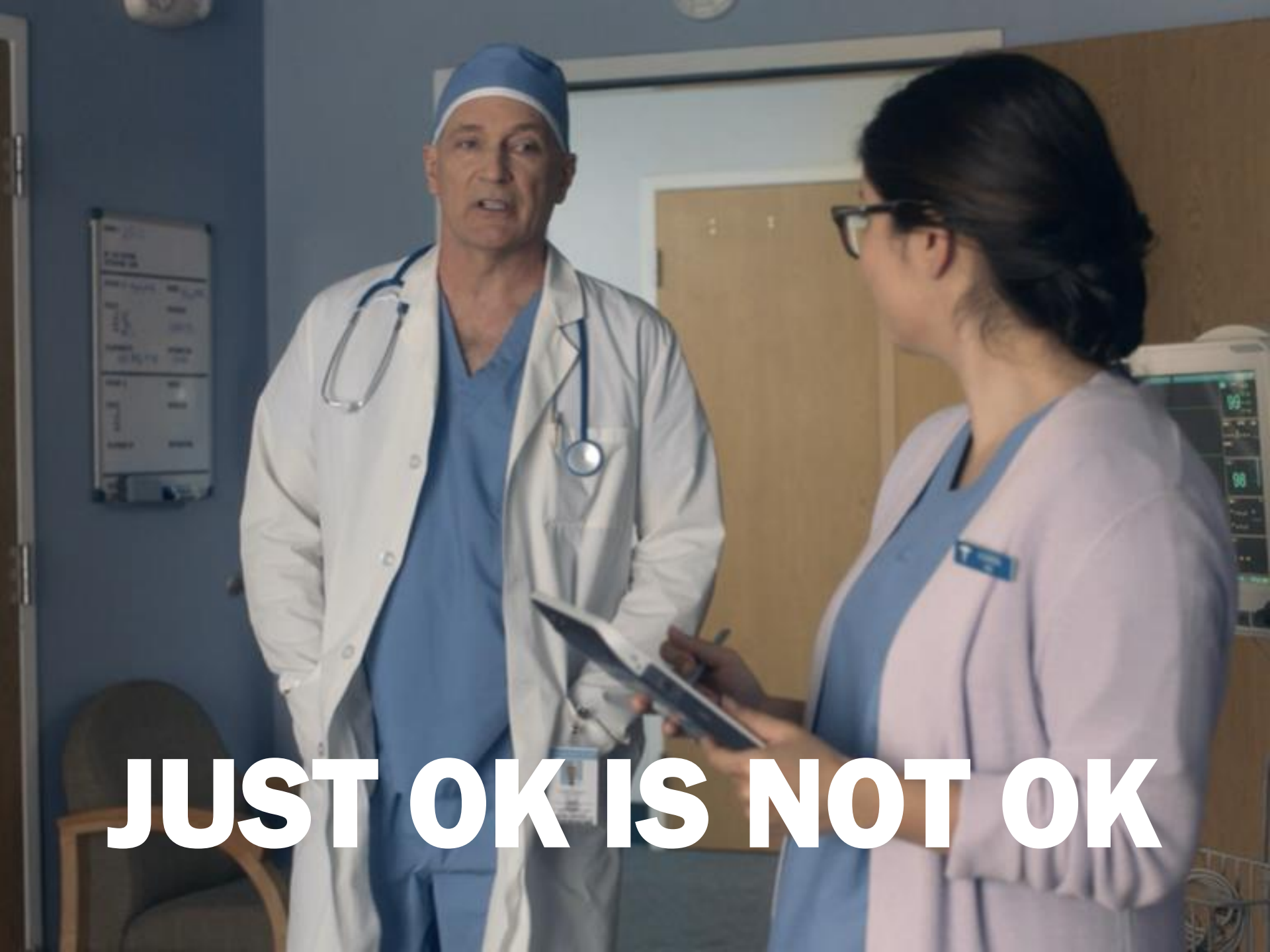


Procedures that are accepted or prescribed as being correct or most effective.

## Best Practitioner



**Best:** Offering the greatest advantage.  
**Practitioner:** A person who regularly does an activity that requires skill or practice.



**JUST OK IS NOT OK**

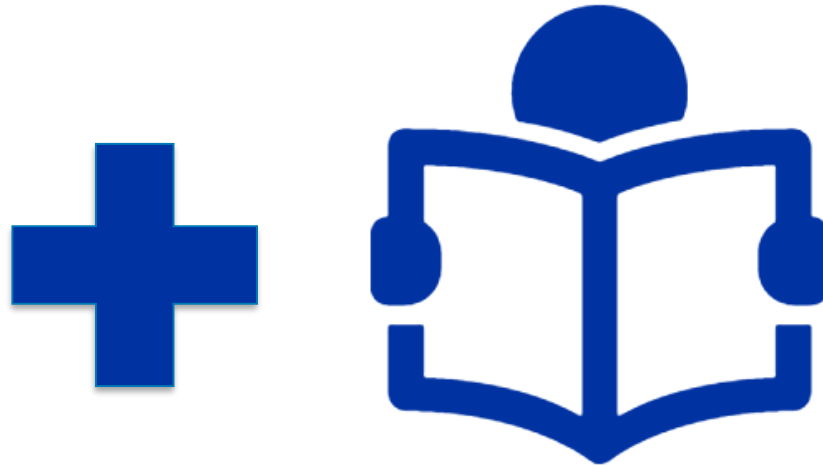
# Magic Happens When...

## Best Practice



Procedures that are accepted or prescribed as being correct or most effective.

## Best Practitioner

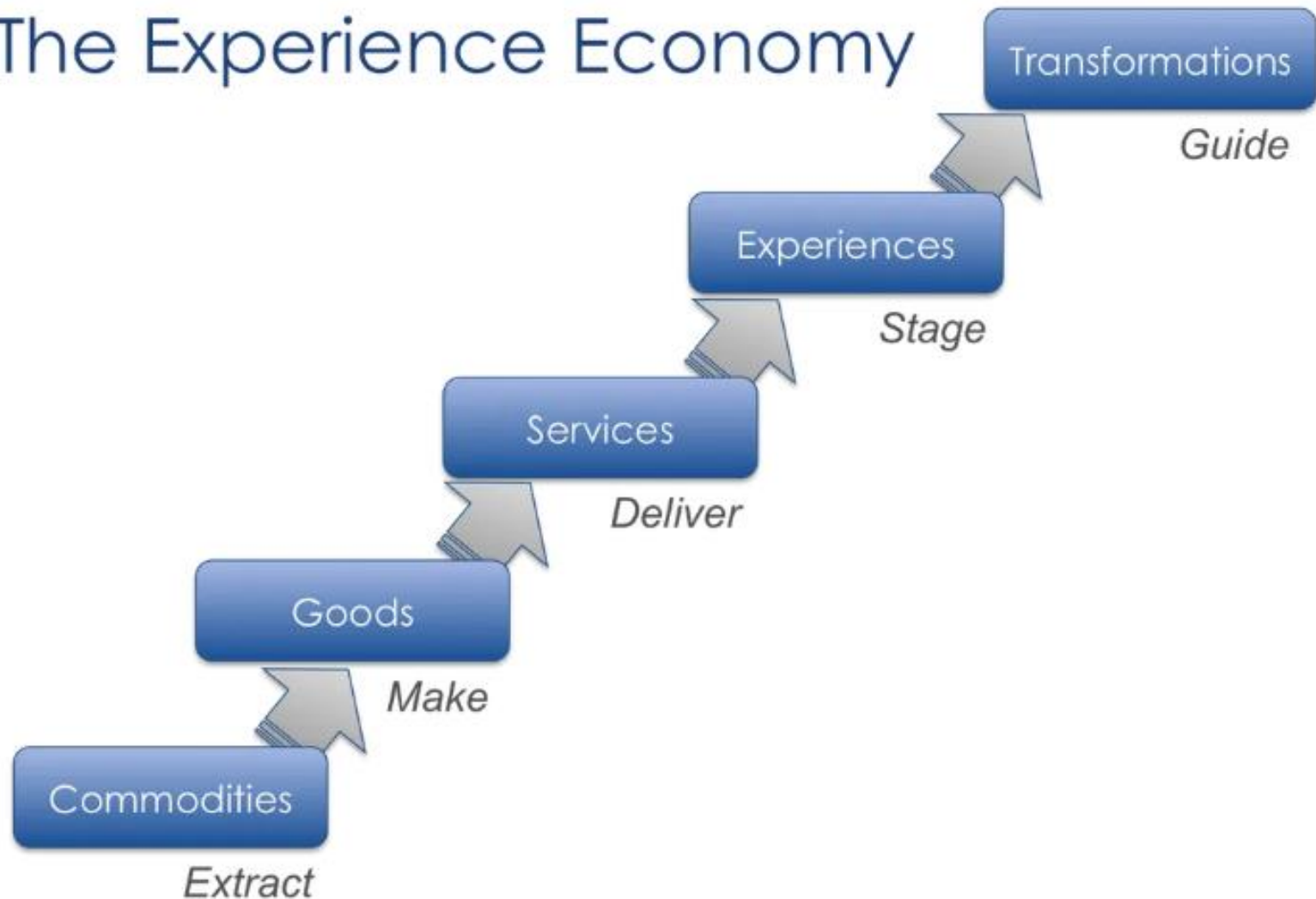


**Best:** Offering the greatest advantage.  
**Practitioner:** A person who regularly does an activity that requires skill or practice.

# What business are we in?



# The Experience Economy



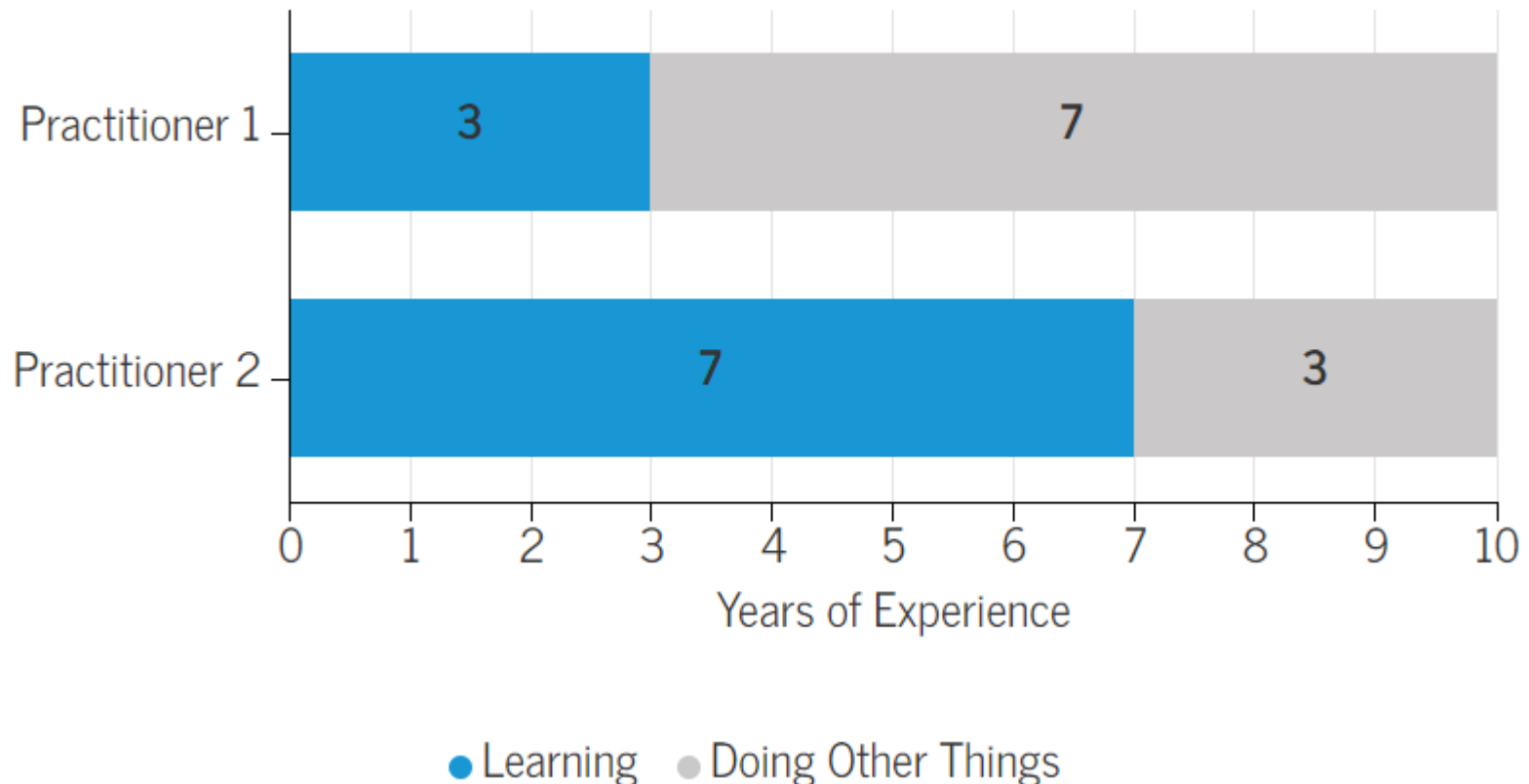
Source: B. Joseph Pine II & James Gilmore  
"The Experience Economy" (1997, 2011)

# How Long Does it Take to Get 10 Years of Experience?

**10 YEARS!**  
There is no shortcut.

# How Long Does it Take to Get 10 Years of Experience?

But we can maximize the amount of learning in that time





"People who are good at  
what they do tend to  
produce **great results.**"

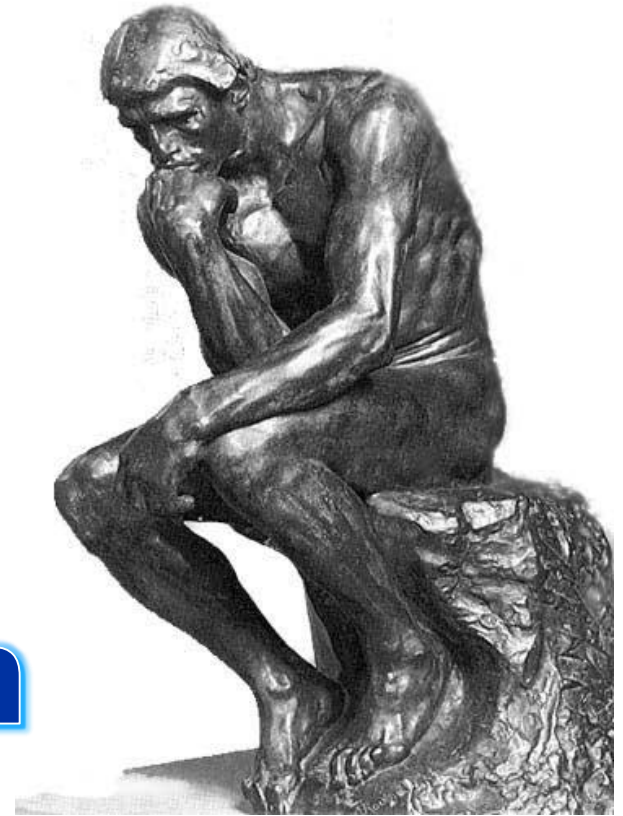


# Three Types of Reasoning

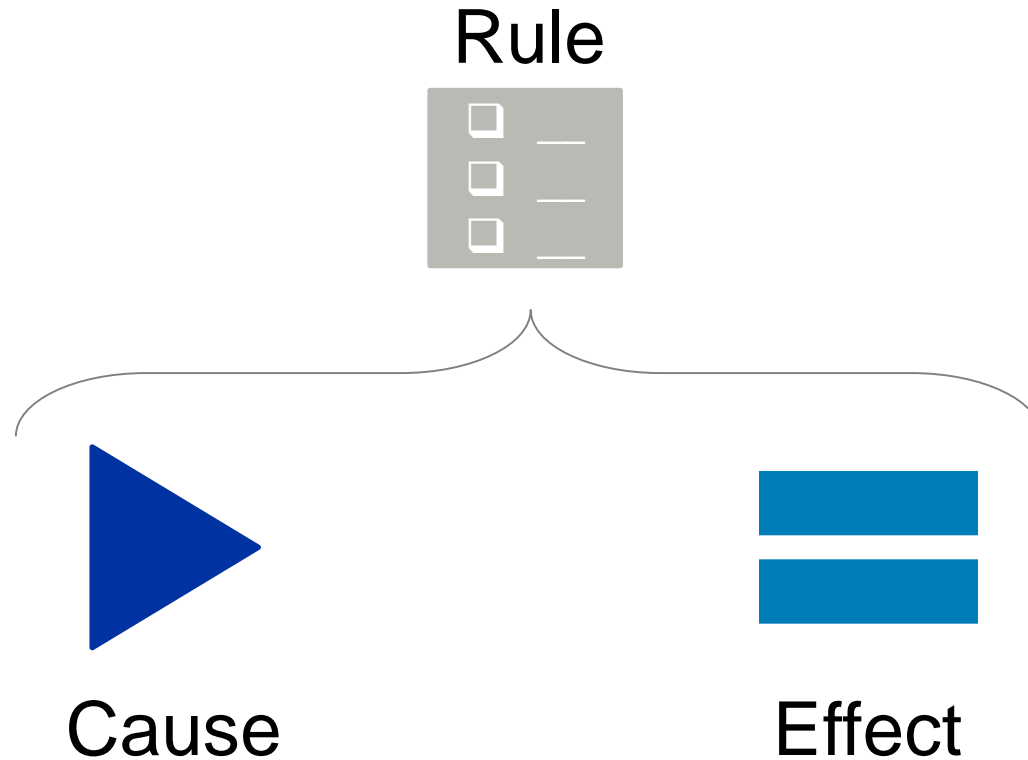
**Abduction**

**Induction**

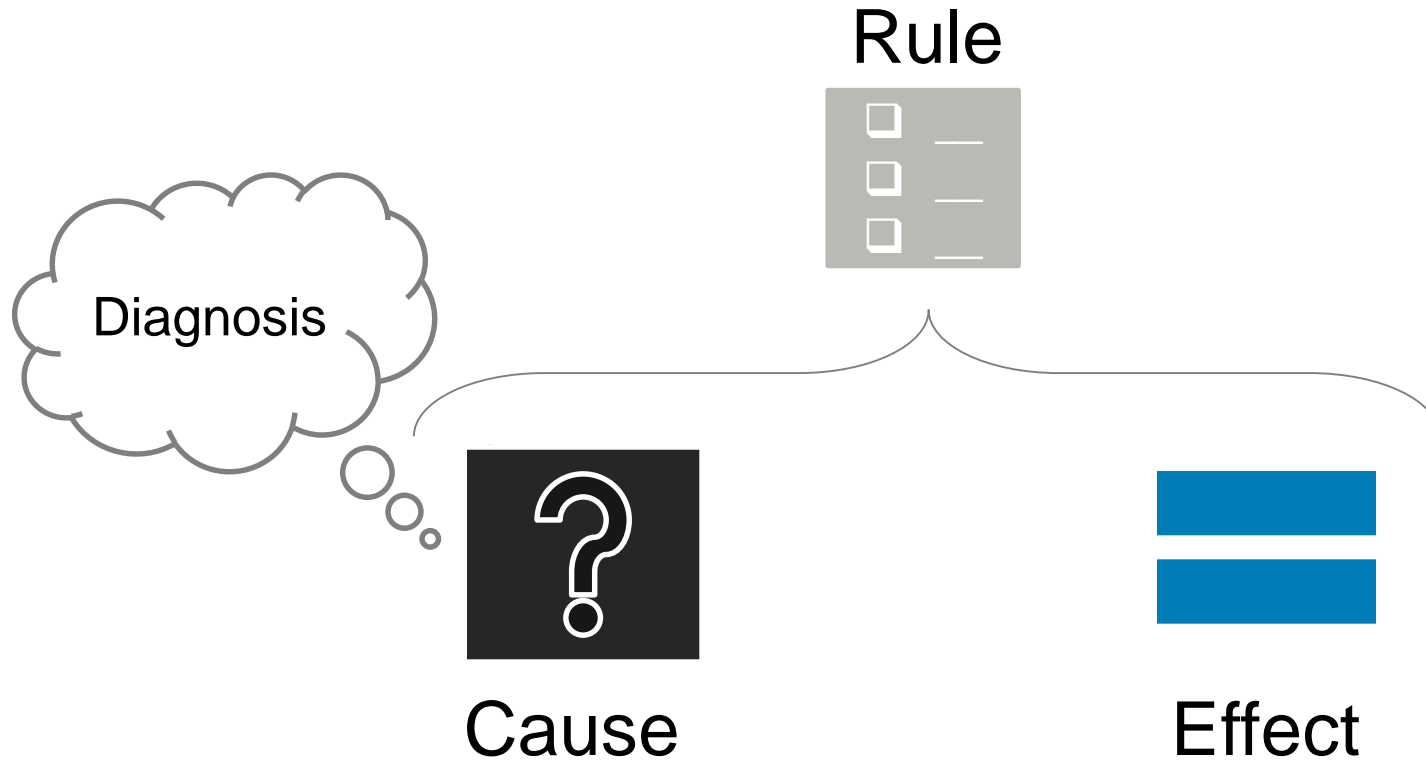
**Deduction**



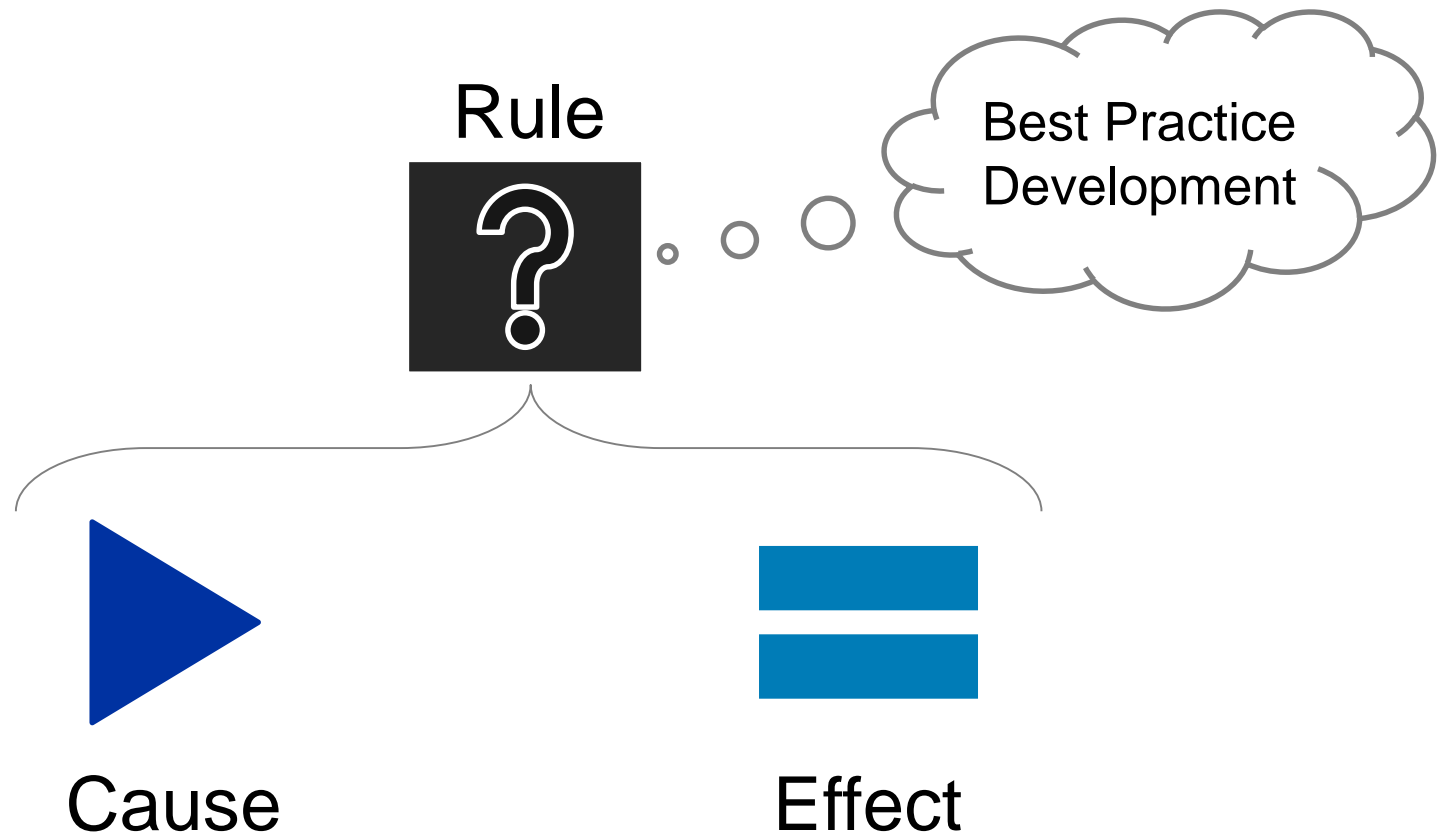
# The Core Components of Reasoning



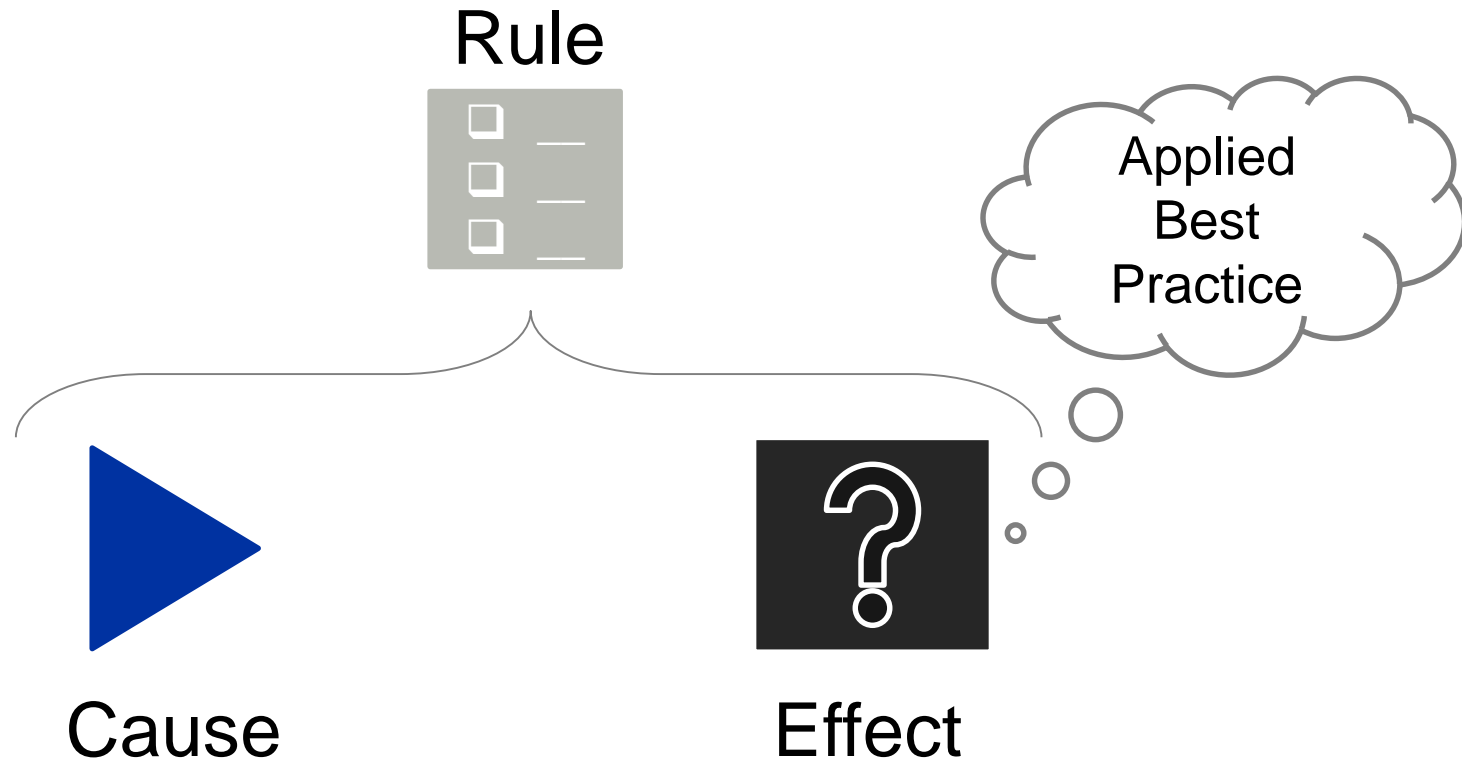
# Abduction



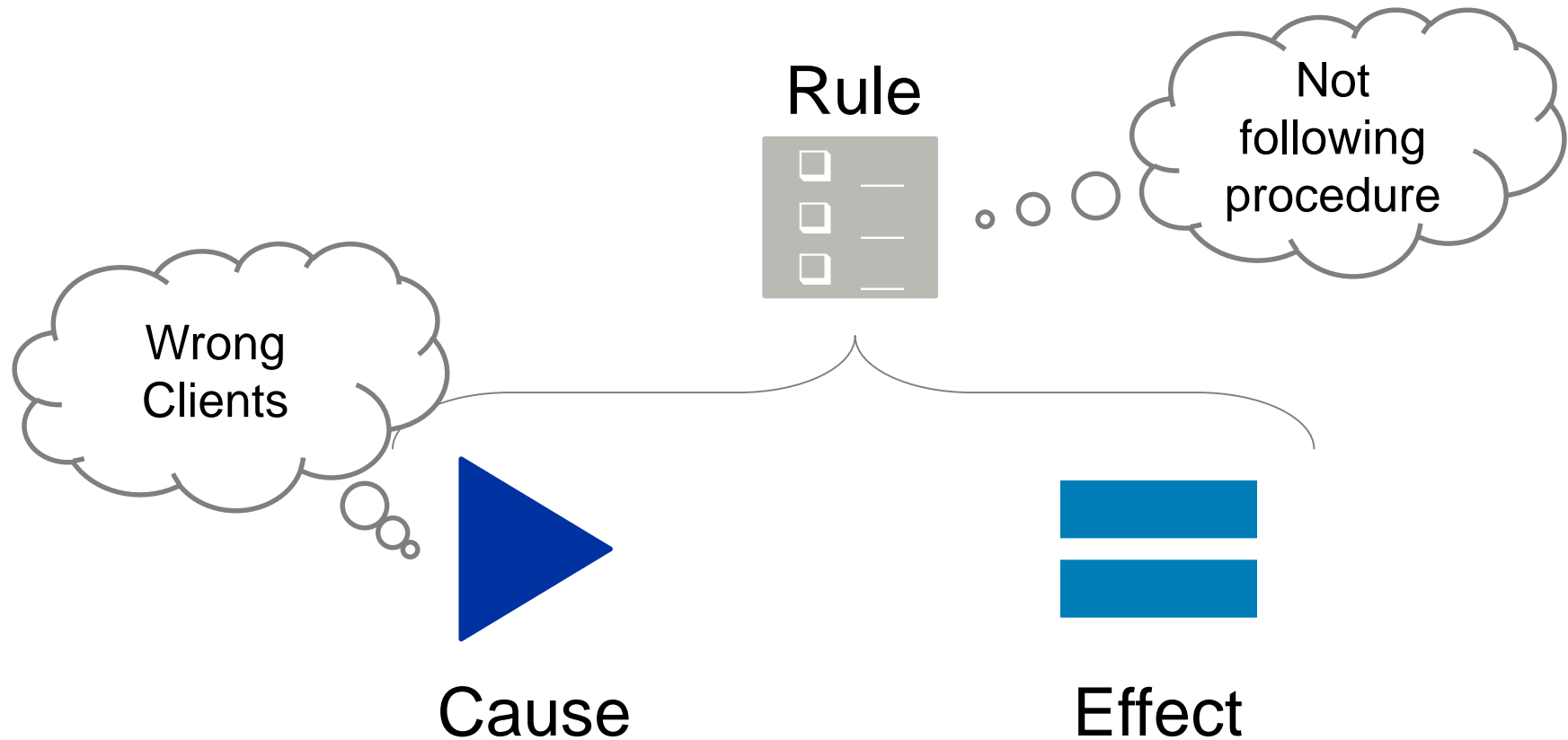
# Induction



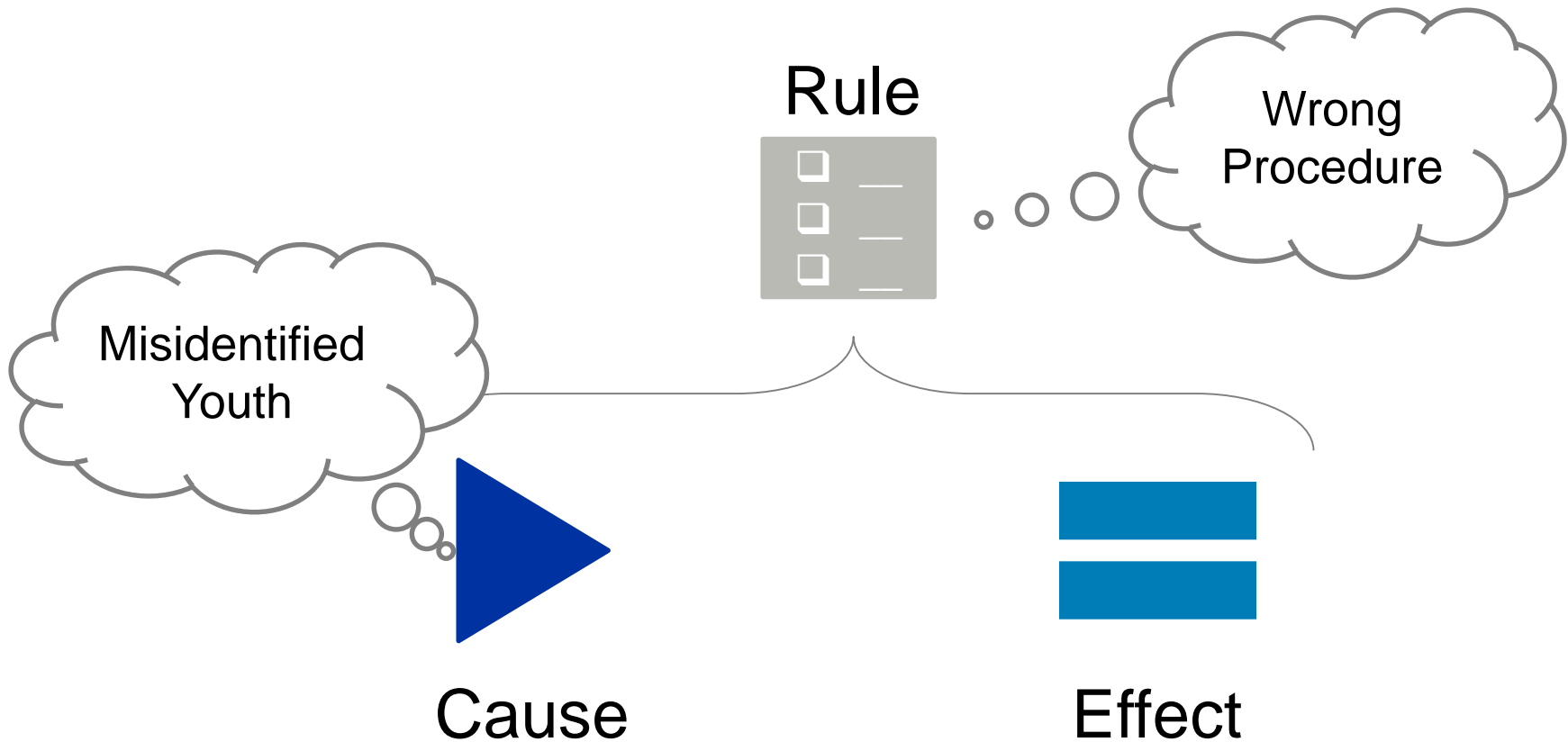
# Deduction



# When Deduction Doesn't Work



# When Deduction Doesn't Work





In **Abductive** reasoning...

Data are used as the conversation starter – the data help us to *explore* and deepen our *knowledge* of an issue.

In **Inductive** reasoning...

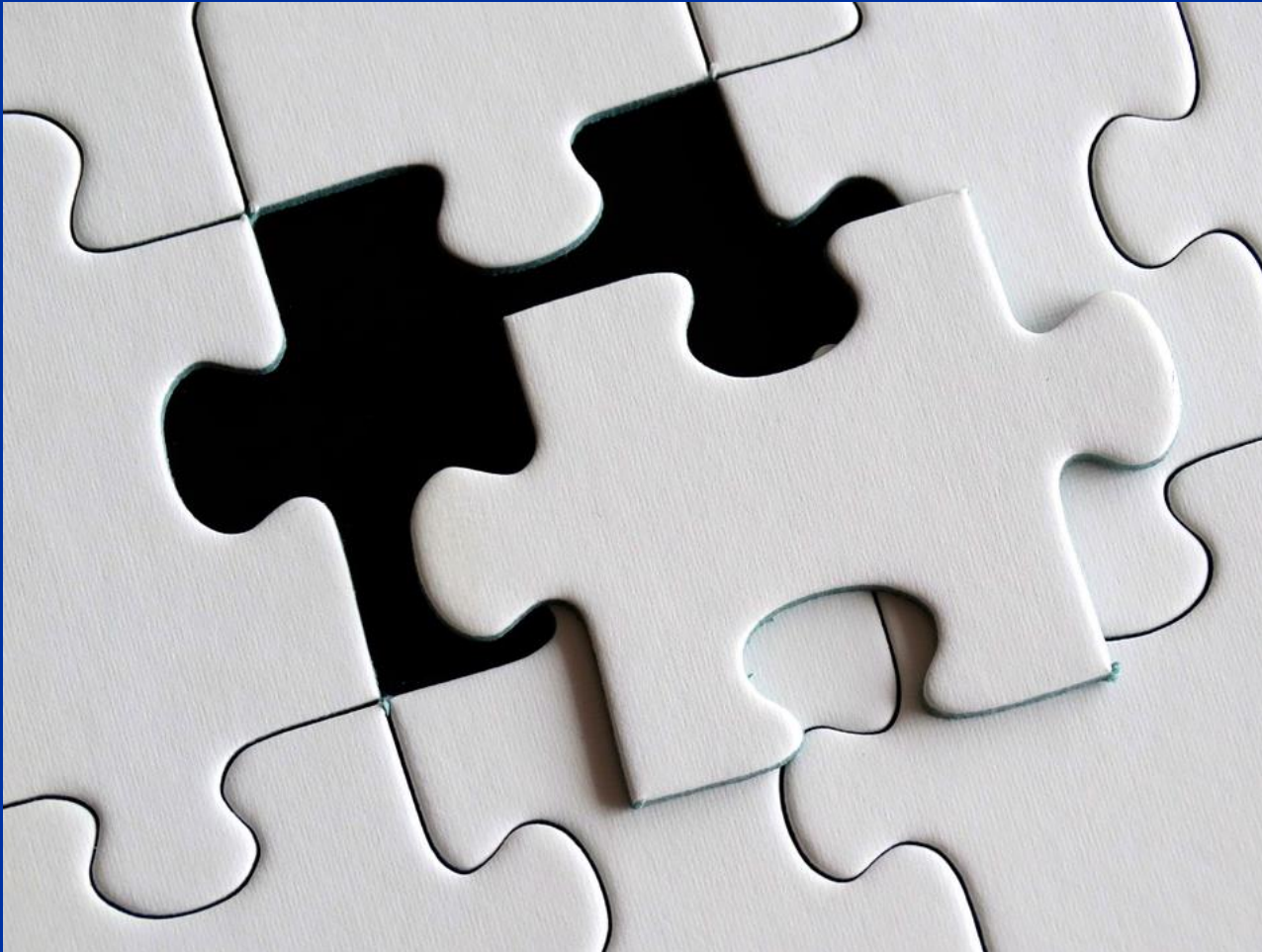
Data are used to understand the  
*connection* efforts and outcomes.

In **Deductive** reasoning...

Data are used as the conversation  
ender – the data (outcome)  
*confirms* the deductive process.

# Putting the Pieces Together

## A Framework for Learning



# Facilitated Collaborative Inquiry (FCI)

Facilitated Collaborative Inquiry (FCI) is a quality improvement process aimed at engaging a group of people, through data and stories, in identifying patterns that could benefit from the group's attention, innovative thinking, and ultimately their data-informed collective action.



# FCI Process



# FCI Process



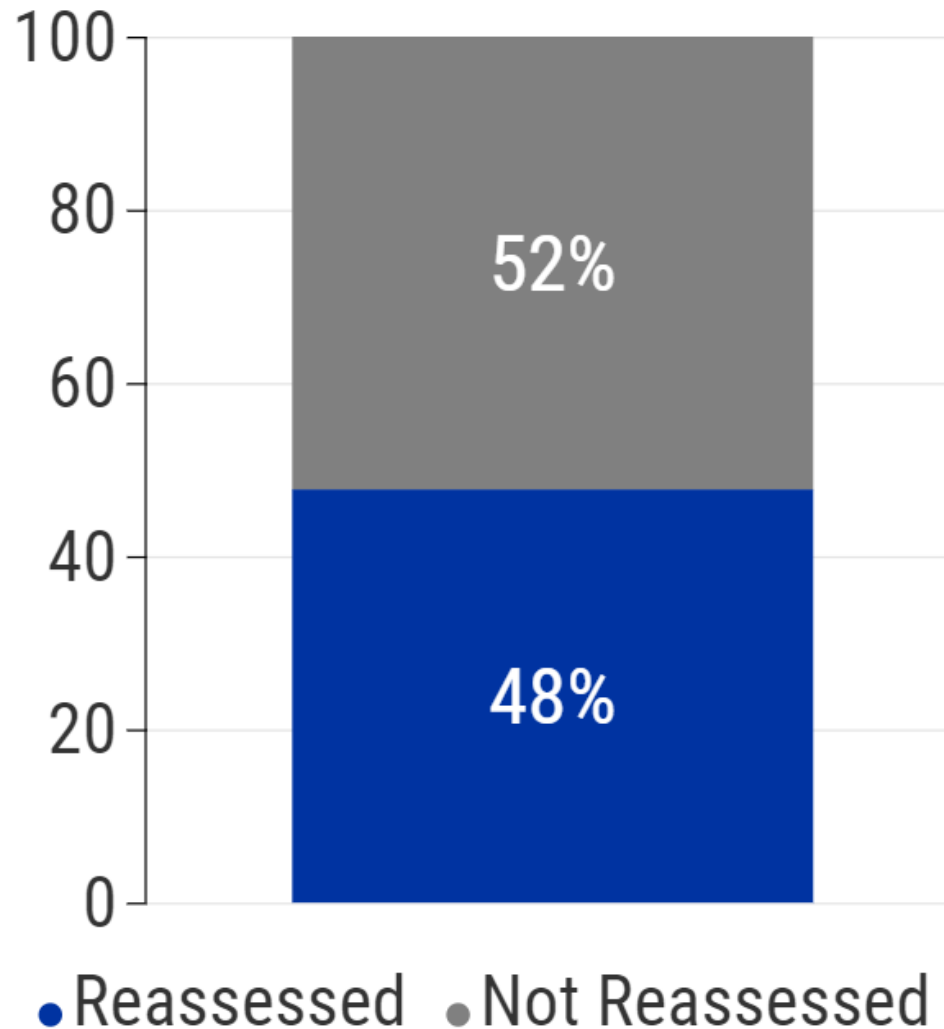
# Data as a Conversation Starter

Example 1

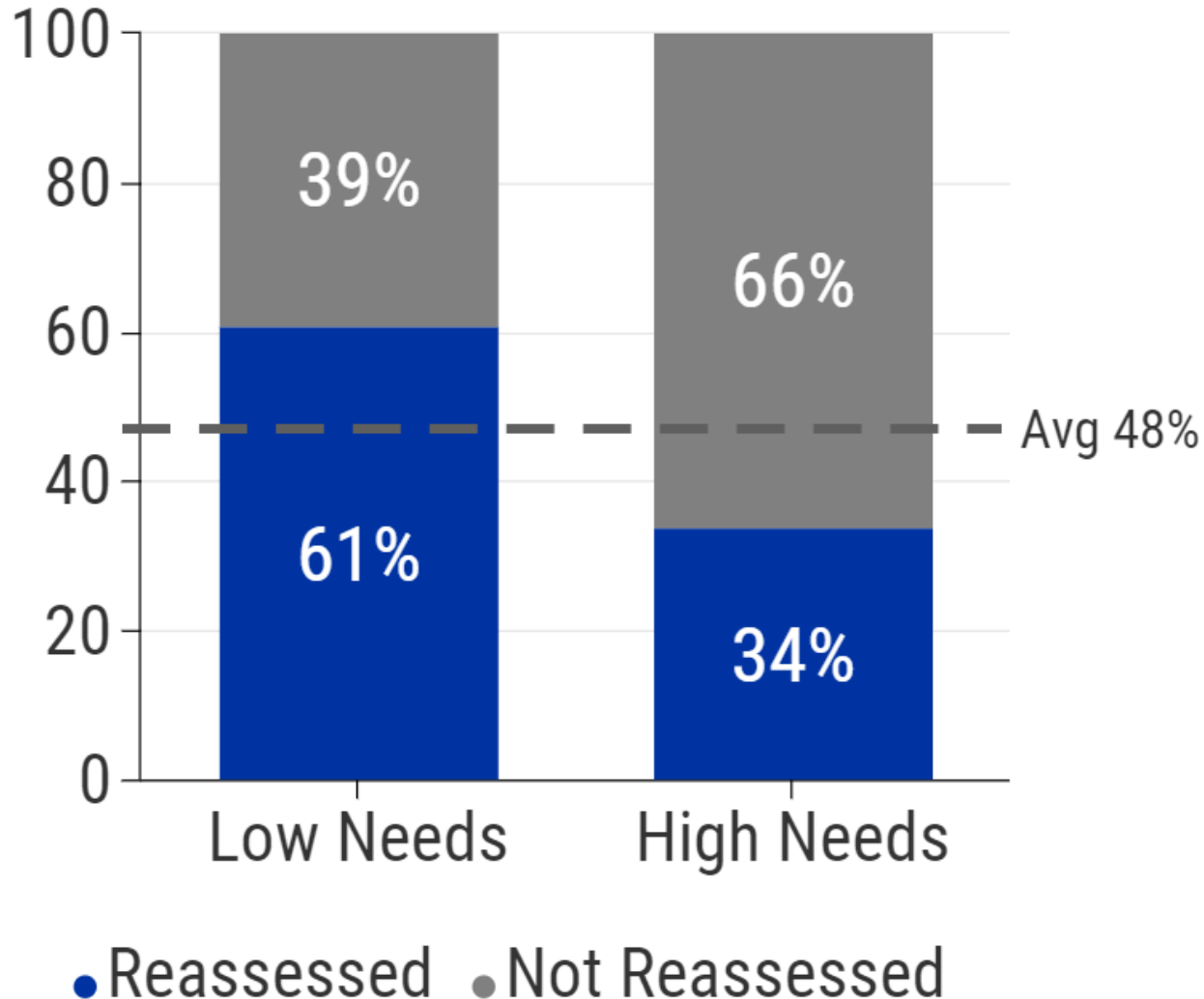




# Is this an Engagement Issue?



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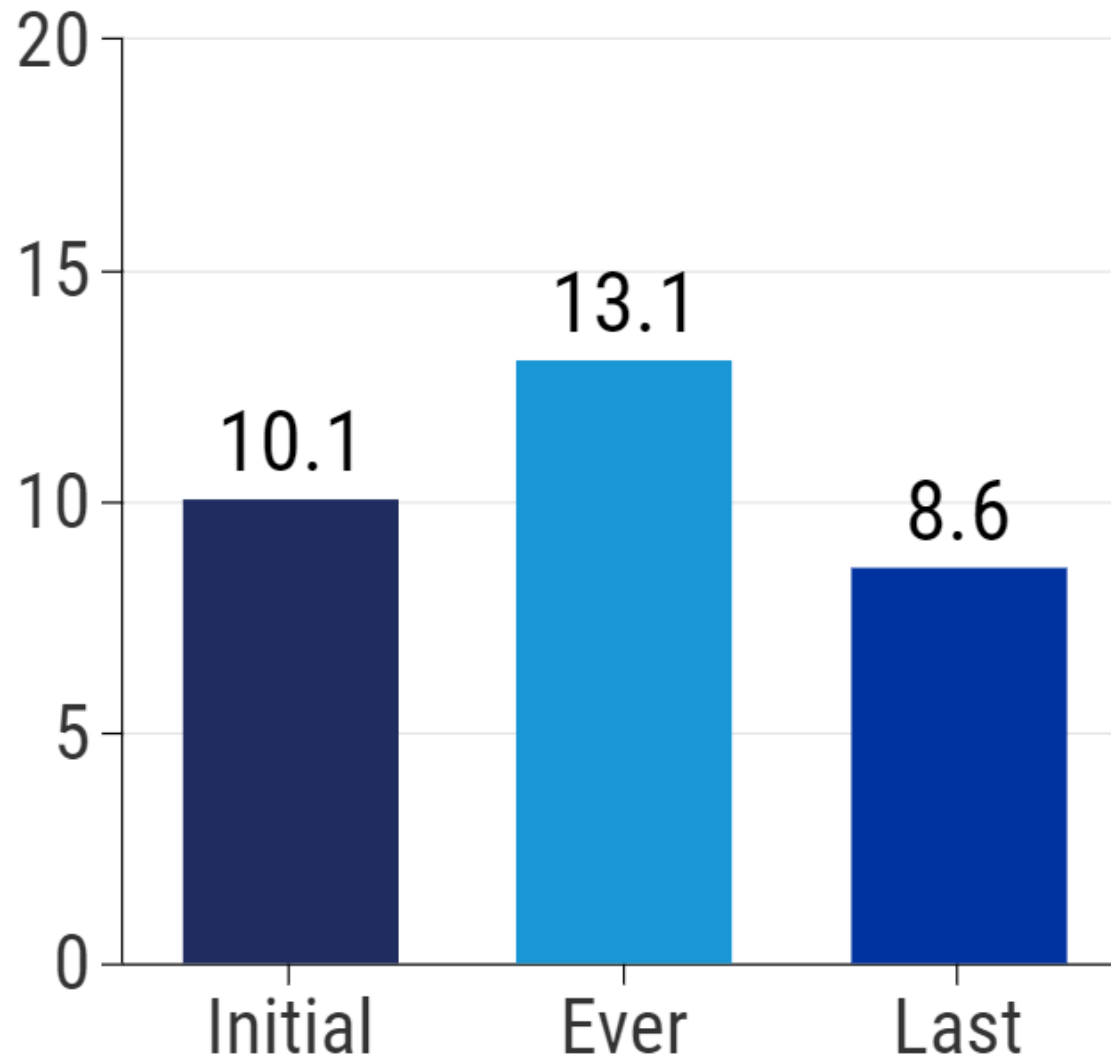


# Data as a Conversation Starter

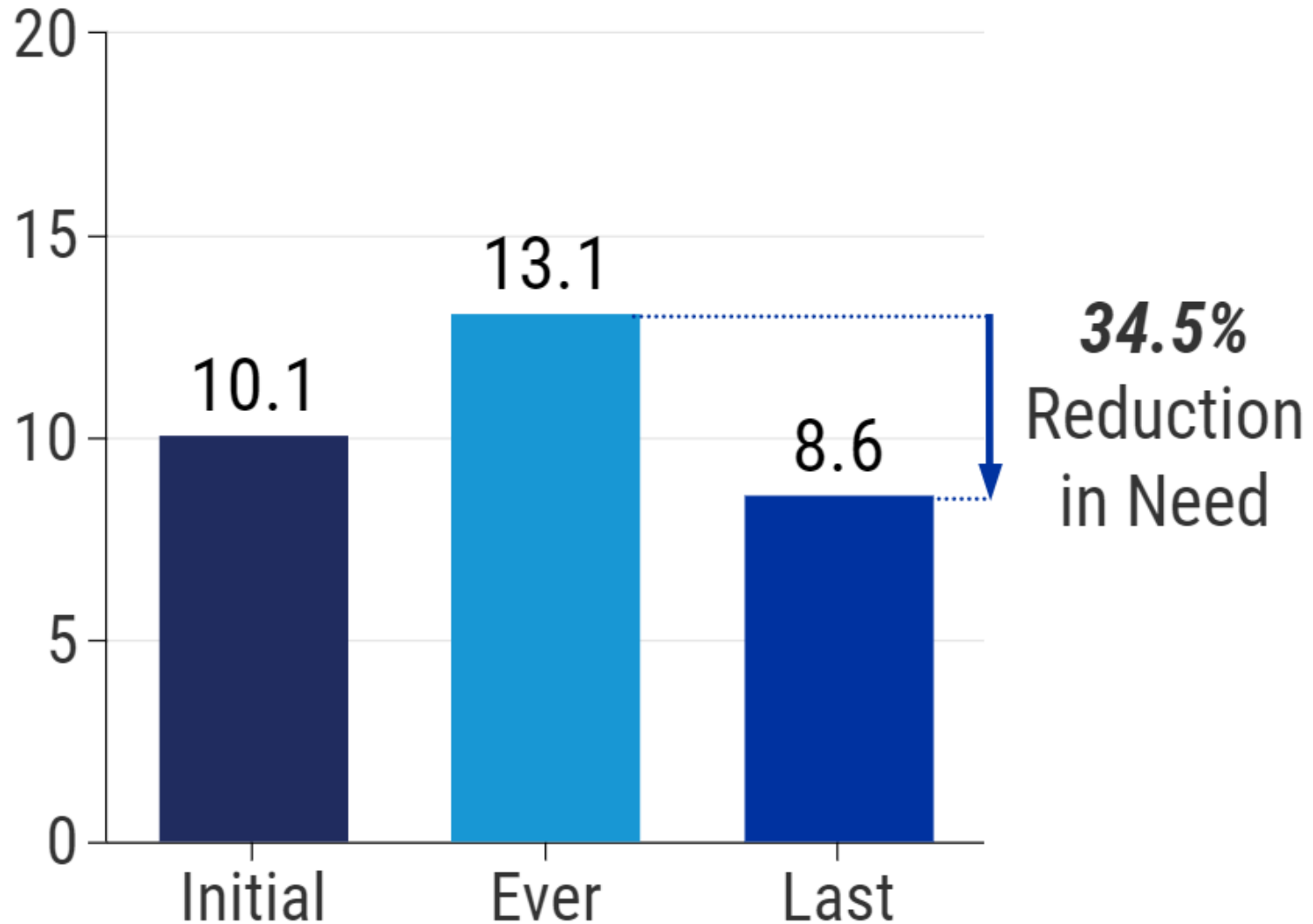
## Example 2



# Average Impact

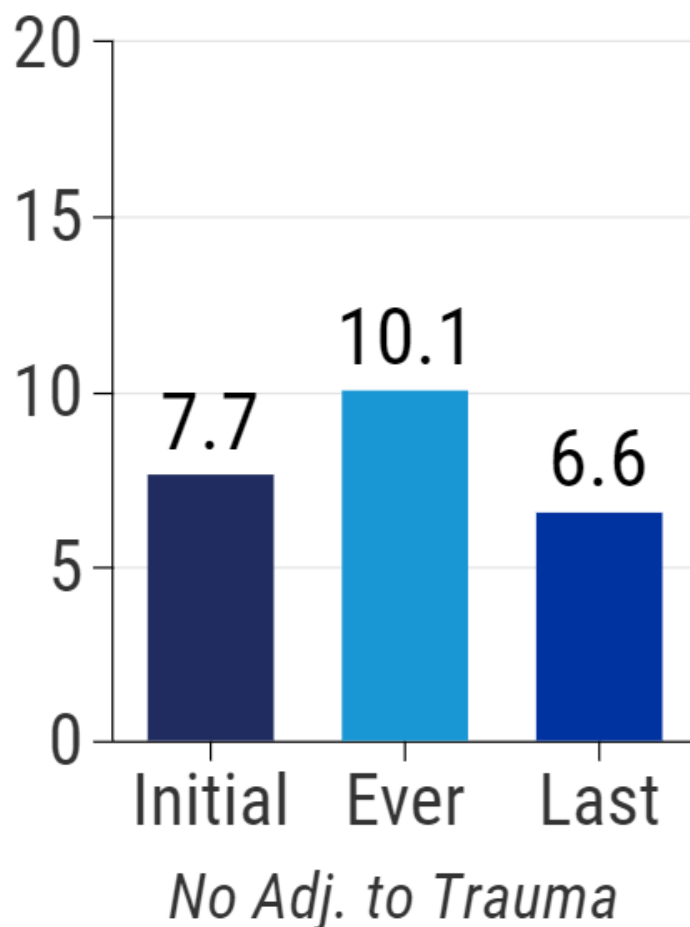


# Average Impact

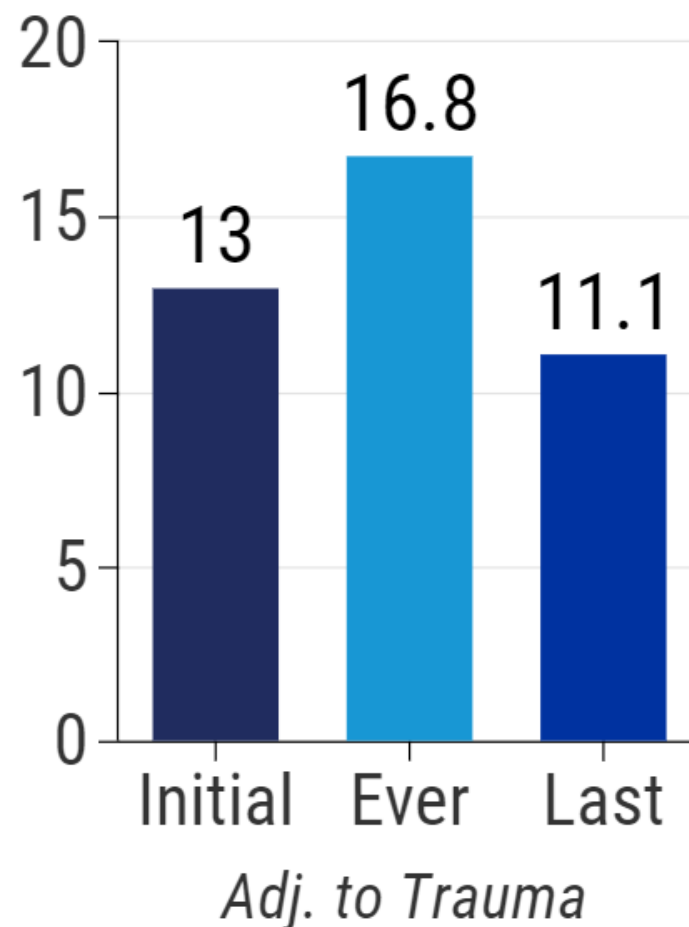


# Adjustment to Trauma

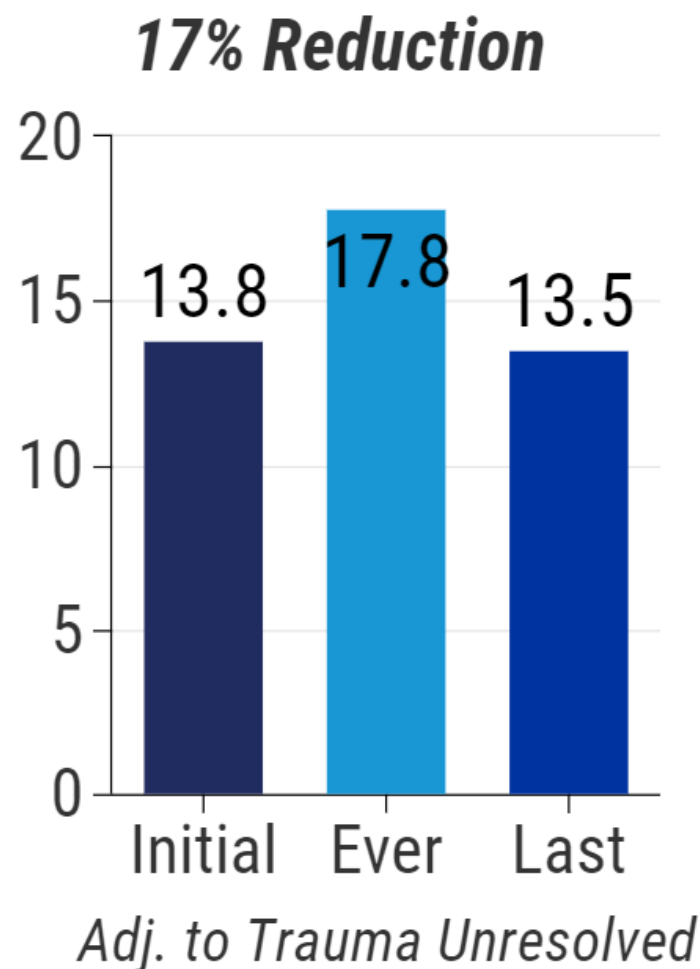
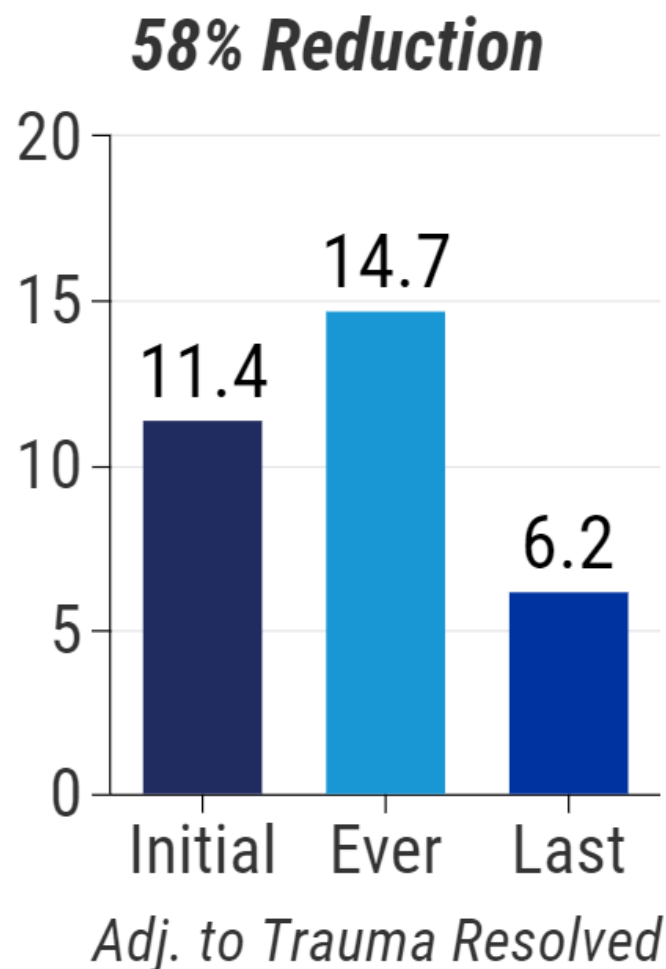
**35% Reduction**



**34% Reduction**



# Adjustment to Trauma



# Rethink CQI





# Doing CQI to People



# Doing CQI with People



"People who are good at  
what they do tend to  
produce **great results.**"



# Questions?

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