Creating a Culture of Continuous Learning

March 28, 2019

Jami Ledoux, Casey Family Programs

casey family programs

SAFE
STRONG
SUPPORTIVE

safe children | strong families | supportive communities

System Transformation: Key Drivers

- Values driven decision making

- Collaboration

- Culture of continuous learning

- Why are these three drivers important?

- How are they connected?

Values Driven Decision Making

Cultivating an environment where every aspect of the work is **driven by the values** we represent related to children and families.

- – Are our values related to how children and families are served clearly defined?
- – Do staff know what our organization's values are?
- – Are our values represented in the language we use, how we interact with families, stakeholders, the community and one another, and in how decisions are made for individual children and at the organizational level?

Collaboration

- Building collaborative relationships with and between internal and external stakeholders.
  - Are values related to how children and families are served shared across our system?
  - Do we have effective feedback loops internally and externally?
  - Are stakeholders engaged in every aspect of decision making both at the case level and organizational level?

Culture of Continuous Learning

Creating a culture of continuous learning using data to drive interventions and outcomes.

- How do we determine organizational focus?
- How do we communicate expectations around the utilization of data?
- Do we make midcourse corrections?

If you want to create small change, change what you do. If you want to create big change, change the way you think.

– David Irvine

The desire is to change from thinking of CQI as something that's done "to you" vs. CQI as a way of acting, thinking, communicating and leading.

Organizational Culture:

- Corrective vs. punitive

- Proactive vs. reactive

- Outcome driven vs. compliance focused