

## Earning the unique CQL Certified Quality Analyst designation

is a similar process to other CQL certification programs in the way you receive training and gain skills — through observation, coaching, practice, actual experience and ongoing support.

What's different is the focus and concentration. As a CQL Certified Quality Analyst you develop the skills and experience for gathering, analyzing and presenting data to improve the quality of services in your organization. As a Certified Quality Analyst, you will be among a highly-select group with specific skills and expertise in:

- Collecting data to meet multiple requirements at local, regional, state and federal levels (such as CMS Quality Framework, Core Indicators, national standards and state regulations)
- Interpreting data
- Understanding the purpose of quality indicators while learning to collect data relevant to those indicators
- Designing a data collection system that's meaningful to YOUR organization
- Establishing inter-rater reliability within your organization and understanding why this is a critical component to data analysis
- Making strategic recommendations and decisions based on data, information and knowledge
- Creating a quality management report that is easy to understand and use

There are nine structured days in the CQA training process. You may choose to attend a CQA Regional Conference to cover Days 1, 2 and 3, or you may elect to have all nine days of training on-site at your organization.



**Day 1: Quality Indicators and Quality Management** – identify quality of life metrics, overview systems thinking, analysis and synthesis

**Day 2: Data to Wisdom** – move from implicit to explicit knowledge and learn how to ask the “right” data questions

**Day 3: Data and Report Confidence** – identify honest data and reporting and understand inter-rater reliability and its importance to data analysis

**Day 4: Quality Management Key Skills** – analyze and synthesize data, design a data collection system, clearly write a Quality Management Report and make recommendations based on data and knowledge

**Day 5: Using Organizational Data Sets** – identify patterns within a data set, develop graphs and draw conclusions

**Day 6: Making Decisions about Quality Management Projects** – understand the Quality Assurance Matrix, Data System Map and/or Quality Component Design Matrix

**Day 7: Finalizing the Report and Presentation** – provide your project report and make the presentation to the CQL faculty for feedback

**Day 8: Presentation** – demonstrate skills designing a project, writing a report, graphing, drawing conclusions from data, making recommendations and presenting the report

**Day 9: Future of Integrated Quality Management** – identify changes to the Quality Management System and/or data collection, management, and reporting systems

*“Going through the CQA training has changed my thinking in managing services. I catch myself now when I make assumptions and find a way to collect data so I am working with facts. My organization definitely benefits from this new skill I have learned. Sheri (Keith) and Kate (McClain) were great to work with - very supportive. I have found myself thanking my executive director several times for providing this opportunity.”*

Holly Hunnicutt, Director, The Arc of North Carolina



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