



# COALITION QUALITY IMPROVEMENT EVENT

## THE CHALLENGE

We know a high-quality and inclusive coalition process can achieve community impact, but coalitions have many different moving parts and many stakeholder perspectives to consider. It can be difficult to identify focal points and make improvements.

## THE RESPONSE

Ready by 21 St. Louis partnered with the University of Missouri-St. Louis Community Innovation and Action Center (CIAC) and Thread STL to implement a coalition kaizen event. “Kaizen” is the Japanese word for “improvement,” and a kaizen event refers to a process of reflection and continuous improvement. Kaizen events are most commonly associated with manufacturing industries, but this process brings the same principles to bear on community coalition work.

CIAC staff facilitated a session with the members of the St. Louis Regional Youth Employment Coalition (RYEC). Coalition members used anonymous polling software to respond to a series of questions assessing participation levels, consensus, and utility around several components of coalition processes. These components, such as developing a mission statement or an evaluation plan, correlate with coalitions achieving community impact.

## THE RESULTS

After responding to questions, staff produced a heatmap that summarized how RYEC compared to other community coalitions across components. Staff helped the coalition interpret the results, celebrate the positives, and identify some areas for improvement. Coalition backbone staff are drafting an improvement plan for those areas to present for discussion and approval by the full coalition. This will make RYEC even stronger in 2019.

## SAMPLE HEATMAP

	<b>Completed:</b> Measures if the task has been completed by your coalition.	<b>Participation:</b> Measures the extent to which members were involved in the task.	<b>Consensus:</b> Measures how much members agree with the decisions made in this area.	<b>Utility:</b> Measures if the members have found the decisions or plans to be useful.
<b>Assessment &amp; Planning</b>				
<i>Mission Statement</i>				
<i>Goals/Objectives</i>				
<i>Problem Analysis</i>				
<i>Logic Models</i>			N/A	
<i>Action Plan</i>				

*An example of results the quality improvement event produces. The colors correspond to how the coalition compares to national norms. Note: These are not the results from RYEC’s event.*

