

QUALITY IMPROVEMENT

Continuous Quality Improvement Plans

Enhanced Monitoring

Continuous Quality Improvement Plans (CQIP)

<https://portal.ct.gov/dds> > Provider Gateway > Forms A-Z > Continuous Improvement Plan

Forms

Continuous Quality Improvement Plan

Quality Organizational Self-Assessment - Used to identify strengths, challenges to providing quality services & supports, and themes/trends that are priorities to be addressed.

Continuous Quality Improvement Plan

The form identifies the areas that need improvement or enhancement. When completing the form, base the data on the following sources:

- Data collected through your self-assessment
- Consumer satisfaction surveys
- Site visit feedback
- Abuse and Neglect investigation recommendations
- DDS data provided to you

By reviewing all of these different points of data, you will be able to identify priority trends or themes that lend themselves to an improvement goal.

Continuous Quality Improvement Plan

Provider Name

Goal	Tasks	Responsible Person	Timeframe
What is the desired outcome?	What are the steps required to achieve desired outcome?	Who in your agency is responsible to complete?	Target Completion Date

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- This information should come from the agency self assessment, data provided at the semi-annual Quality Review, agency own tracking and data.
- This is a dynamic document. It should be continuously changing as goals are met and new ones added. The focus of the goals should be around quality outcomes for the individuals you support.
- Regional staff may make goal recommendations based on data review and/or feedback on performance.
- The provider agency can use any format as long as the following items are included: goal (including a cultural competency goal), action, task, person responsible and timeframe. *Note: Day support providers must include an employment goal.*

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Suggestions for completing the form:

- Ensure the improvement area is understood by all involved.
- Identify the outcome
 - Be specific on steps needed to achieve goal
 - Identify who is responsible and the timelines for completion
- Collect data from current level of performance
- Complete a root cause analysis of the situation
- Take a holistic view and address issues systemically
- Identify specific, measurable goals and time frames to conduct regular reviews of the data that is being collected
- Discuss the areas of improvement with all members of the organization

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Once success has been achieved:

- Ensure the change has been incorporated into the way you do business going forward
- Ensure that your goals support improved person centered outcomes for the individuals that you support and are delivered in a culturally sensitive manner.
- Ensure that your plan includes goals that assist individuals move on a career path toward individual employment.



STATE OF CONNECTICUT
Department of
Developmental Services

QUALITY ORGANIZATIONAL SELF-ASSESSMENT

Agency:

DMR Region:

Submitted by:

Date:

Telephone:

Email:

*Click On The Drop Down Boxes To Rate Your Agency On A
Scale Of 1 – 5 For Each Of The Questions Stated Below:*

1 2 3 4 5
Not at all To a Moderate Degree To a great degree

The agency mission and organizational structure reflects a commitment to individualize supports and services and assist people being served to achieve an array of personal outcomes.

- Does the agency have a clear mission statement that commits to the importance of supporting people to achieve personal outcomes including, but not limited to, directing their planning process, developing and maintaining important relationships and community connections, expressing their unique cultural identity, exercising rights, experiencing respect and dignity, and leading a healthy and safe lifestyle to the greatest extent possible?
- Does the agency have basic demographic information (e.g. ethnicity, race, and primary language spoken) to assist and determine the cultural and linguistic needs of the people being served including, but not limited to, demographic composition of people being served, demographic composition of agency employees, and a comparison of demographic composition of people being served with the employee composition?
- Does the agency have a Board of Directors, Advisory Committee, or policy-making group that is proportionally representative of people being served, agency employees, and the communities in which agency services are being provided?
- Do agency administrators and managers demonstrate a leadership commitment to individualizing supports and services and developing a culturally competent workforce?

Comments:

Enhanced Monitoring

<https://portal.ct.gov/dds> > Provider Gateway > Topics A – Z > Policies & Procedures > DDS Manual > Enhanced Monitoring policy (Procedure No.: I.G.PR.003)

This procedure addresses issues with a provider who is not complying with DDS regulations, policies, procedures, directives, provisions of the Purchase of Service Contract, Provider Assurance Agreement etc. and is having a negative impact on supports and services to individuals.

Meetings

Initial meeting

Held with the region to outline the issues. The Board of Directors are notified of this meeting and a **representative is required to attend**. Expected outcomes and timeframes will be defined.

Follow up meetings

Held to determine if issue(s) have been addressed and resolved.

Other Actions

The intent of the meetings is to address issues. The Department will support providers with corrective action plans. Future actions could include:

- Suspend new admissions specific program/regional/statewide
- Suspend expansion
- Remove as qualified provider
- Terminate contract