

Quality Improvement Script

Hi, I'm LaTonya Graham and I'm a Provider Specialist for the Department of Developmental Services. The two sections I am presenting today are Continuous Quality Improvement Plan and Enhanced Monitoring.

The forms for both the Continuous Quality Improvement Plan and Quality Organizational Self-Assessment forms are located on the DDS website in the Provider Gateway. We will discuss the Continuous Quality Improvement Plan first.

Here is a snapshot of the Continuous Quality Improvement Plan

The Continuous Quality Improvement Plan

- This form identifies the areas that need improvement or enhancement. When completing the form, base the data that you have collected through your self-assessment, consumer satisfaction surveys, site visit feedback, Abuse and Neglect investigation recommendations etc. and DDS data that is 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.
- Information should come from the agency self-assessment, data provided at the semi-annual Quality Review, and your agency tracking 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.
- You 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.

Some suggestions for completing the form include:

- Define the improvement area carefully to make sure it is understood by all involved. Spend some time talking about what outcome you would like to see if this area is successfully addressed. Be specific about steps that will be needed to achieve goal, who is responsible and timelines for completion.
- Make sure to collect data about your current level of performance in this area.
- Make sure to do a root cause analysis of the situation so you are not just addressing the obvious symptoms of the issue.
- Take a holistic view. Address issues systemically to avoid issues in the future or in other programs within your agency.
- Identify specific, measurable goals and time frames to conduct regular reviews of the data that is being collected. Do not be afraid to change strategies mid-stream if there is no improvement.

- Publicize and discuss the areas of improvement so all members of the organization are aware of the agency's goals.

Once success has been achieved, spend some time making sure that this change has been incorporated into the way you do business from now on. Otherwise, the improvements may prove to be temporary and you will be back to the same problems in the future.

- 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.

Quality Organizational Self-Assessment

This form is used to identify strengths, challenges to providing quality services & supports, and themes/trends that are priorities to be addressed.

Thank you for your interest in the Quality Improvement Planning section of the Provider Orientation training.