

Procedure No. 1-9-11
Replaces Procedure No. 1-9-11

Revised: 10-01-09
Issued: 02-10-95

SUBJECT: Quality Assurance Team

PURPOSE: To provide methods to maintain and enhance high quality services through a consultative peer review process and to carry out the mandate of Organization Operations Policy No. 1.

The Quality Assurance system is designed to objectively monitor and evaluate the effectiveness and efficiency of the services provided by this organization. The system provides opportunities to pursue and enhance services and performance of the organization, and resolve identified problems. Quality Assurance surveys should not be perceived as a regulatory, policing type process, but rather as an effort to identify how the organization's services can be enhanced.

I The Quality Assurance Team appointed by the Chief Executive Officer will be comprised of the Chief Operations Officer, the Director of Human Resources and Quality Assurance, the Director of Programs, and the Quality Assurance Coordinator. Reviews will not be conducted by professional staff from the service being reviewed.

II. Quality Assurance Assessments will be conducted at all program (ISL's) annually

III. Areas of Reviews:

Records of Individual Served – All records will be reviewed annually to assess the adequacy of record keeping practices.

Quality Assurance Review – Survey of home and vehicle assessing cleanliness and safety, completeness of records; includes interviews with individuals receiving services and assessing their Quality of Life. Review documents to ensure home emergency drills are conducted appropriately.

Employee Competency – Interviews with staff to assess knowledge of organizational policies and procedures, CARF and Waiver principles and knowledge of Individual Plans and their needs.

Consumer Satisfaction – Interviews are conducted with individuals receiving services, questionnaires are sent to funding source representatives, employers, guardians and families.

Home Reference Book – Ensure the content is in accordance with Woodhaven's guidelines.

Quality of Life - Involves a peer review process that assesses the quality of the Individual Plan of three to six program participants.

IV. Review Process

A. Surveyors will inform program staff of the intent to survey their home (ISL) a minimum of three (3) days prior to conducting the Quality Assurance Assessment.

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- B. The surveyors will ensure all assigned Quality Assurance surveys are completed by December 30th annually.
- C. Checklists will be used to assist team members in reviewing documentation and soliciting feedback.
- D. The completed checklist and summary of findings and recommendations will be reviewed and forwarded to the Quality Assurance coordinator and Director of Quality Assurance who will finalize the assessment outcome report, then route it to the Chief Executive Officer, Director of Programs and the appropriate department heads and supervisors when applicable.
- E. A designated supervisory staff person in the program reviewed will respond in writing to the Quality Assurance team regarding the findings and any actions that were taken as a result of the review.
- F. Follow-up reviews will be conducted by the Quality Assurance Team members.
- G. The Chief Executive Officer (CEO), Chief Operating Officer (COO) and Director of Quality Assurance will be responsible for insuring quality improvement trends found during the Quality Assurance reviews are integrated into the agency's organizational system such as risk management plan, outcome measure system, strategic plan, etc. when applicable.

Approved by: _____
Chief Executive Officer

Date: _____

Attachment: Quality Assurance Assessment

SAMPLE FORM QUALITY ASSURANCE ASSESSMENT

Date of Initial Assessment: _____

QE Representative: _____

Area Representative: _____

RE: _____

ITEM NEEDING FOLLOW UP	Estimated Completion Date	Actual Completion Date	CHECK	New Completion Date	CHECK	COMMENTS

Attachment to Procedure No. 1-9-11