

POLICIES AND PROCEDURES MANUAL

KEYSTONE COMMUNITY RESOURCES, INC.

KEYSTONE INDEPENDENT LIVING, INC.



Policy Title:
Quality Improvement

Chapter:

Effective Date:
7/1/1992

Revision Date:
11/25/2008

Policy Number:

Executive Director

SCOPE:

- Chapter 6400 – Community Homes For Individuals With Mental Retardation

INTRODUCTION:

1. Quality is that characteristic of a product or service that makes it stand out from the rest. The quality of a product or service is determined by the efforts of each employee. You, as a staff member are vital in determining the quality of service a person receives.
2. Quality services are a promise we make to each resident the Quality Improvement process ensures this promise is kept. The QI survey is a comprehensive monitoring program that assesses each facility on a regular basis. It is an agency wide approach to monitoring, assessing and identifying problems. The purpose of the QI program is to ensure a high quality of life for all individuals participating in our program and to maintain compliance with all legal and licensing requirements. The QI process includes all agency operations and is a continual one which increases communication among all the various departments and levels of management.
3. The QI process begins in the home under the supervision of the Residential Manager and Program Coordinator. The Program Coordinator is responsible for walking through the home on a frequent basis to observe, coach and correct, if necessary, staff performing their jobs and to ensure compliance with operating standards. No written report is required and staff receive immediate feedback at this time. The Program Coordinator is also responsible for direct contact with the residents of the home and accomplishes this by participating in the program plan with them. This allows the Program Coordinator to experience the direct service role of the staff and to evaluate the effectiveness of the program for the resident. The results of this participation is documented in the progress notes section of the personal record and includes any revisions that were made at the time.

4. The most important aspect of the QI process is direct observation by the Program Coordinator and Residential Manager. They are also responsible for maintaining a QI record in each home, documenting the surveys and ongoing efforts to correct any problems. Copies of the QI reports are given to the direct service and supervisory staff at the facility and to the administration.
5. Another level of the QI process involves the Quality Improvement Specialist who provides a “behind the scenes” look to verify the quality of services provided to each person. This is accomplished by:
 - Conducting individual surveys for each residence.
 - Reviewing the internal monitoring systems developed in each residence.
 - Making recommendations for resolution of problems.
 - Developing policies and procedures to meet the operating needs of the agency.
6. The QI process also relies on the use of volunteer monitors, individuals who volunteer their time to collect and assess information. Volunteer monitors use the question “is this a place I or someone I care about would like to live?” as a yardstick to measure quality. They are also taught to look for hallmarks of quality and the extent to which these are pursued in each facility. Consider this list of hallmarks in evaluating the facility where you work:
 - High degree of interaction
 - Functional activities
 - Family and friends
 - Warm, personable environment reflecting the personalities of residents, regardless of their abilities.
 - Fun
 - Choices vs. directives
 - Dignity/Respect/ Privacy
 - Value of work
 - Good food
 - Good health
 - Active community involvement
 - Attractive appearance

DISCUSSION: