Improving Provider Quality

Key Elements of a Good Quality Improvement Plan (QIP)

Quality Improvement Plans and Culture Change:

As we move towards a larger system transition and transformation of services for individuals with developmental disabilities, OPWDD seeks to promote a culture of quality throughout the OPWDD service system.   OPWDD's quality oversight focus extends beyond procedural and regulatory compliance. Continuous quality improvement is a key component of OPWDD's transformation priorities. A Quality Improvement Plan (QIP) creates a culture of continuous quality improvement within an agency that requires commitment from all levels of the organization. It is essential to ensuring the delivery of high quality services and improving quality of care throughout an agency. A quality improvement plan is how the agency measures quality and structures processes for ensuring continuous quality improvement.

Benefits of a Quality Improvement Plan:

Providers face challenges with recruitment and retaining staff, serving individuals with varied and complex needs, balancing revenue streams, and keeping pace with transformation of the service delivery environment. Creating a QIP allows an agency to target limited resources to focus on high-yield activities that can provide the most benefit to agencies and individuals served. Quality improvement processes can also identify areas where activities can be streamlined, creating potential efficiencies by eliminating policies, practices, or approaches that are no longer beneficial to the agency.

Key Elements of a Good Quality Improvement Plan:

- Outlines goals and objectives that support the agency's mission and objectives for quality service delivery

- Describes the purpose, priorities, policies, and goals of the QI program

- Describes the organizational systems needed to implement the program (such as QI committees, descriptions of accountability, roles and responsibilities)

- Describes processes to address quality and regulatory deficiencies

- Includes the quality improvement actions taken over the previous year

- Incorporates self-assessment, aggregation, and analysis of annual progress towards agency goals

- Identifies core performance measures and quality benchmarks

- Includes analysis of stakeholder satisfaction that results in positive changes to agency-wide goals and practices

- Stakeholder satisfaction analysis also results in changes in individuals' service planning and supports

- Areas of evolution and growth within the last year are acknowledged

- Future plans, initiatives, and improvements are addressed

- A summary of the status of the QI plan is reviewed and approved by the BOD on an annual basis

- Solicits input from and makes the Quality Improvement Plan known to persons supported, staff, agency stakeholders and other interested parties

- Integrates OPWDD's Agency Quality Performance Standards

- Supports OPWDD transformation areas and priorities

- Evidence that an agency is not meeting regulatory requirements should be addressed immediately, and should not be included in the QIP. Programs and services must meet regulatory compliance at all times.

OPWDD Agency Quality Performance Standards Matrix:

Outlines OPWDD's expectations for the delivery of quality supports and services that are person centered and incorporate continuous quality improvement expectations. QIPs should incorporate the Agency Quality Performance domains:

https://opwdd.ny.gov/sites/default/files/documents/Final_AQP_Domains_Standards.pdf

PLAN ☛

- Define the issue
- Set priorities
- Assign staff responsibilities for QI projects
- Determine targets and goals based on data collected
- Identify needed resources and timeframes

DO ☛

- Implement the project as designed
- Engage all levels of the organization
- Hold staff accountable for deliverables
- Conduct periodic meetings to monitor progress

STUDY ☛

- Collect and analyze data and trends
- Determine impact and lessons learned
- Identify process improvements
- Document, communicate, and report on findings and results

ACT ✔

- Determine how to sustain improvements
- Use what is learned to identify new improvements to begin cycle again

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