



2004

*Reinventing Quality Conference
Developing and Integrating Quality
Initiatives to Improve Performance and
Enhance Inclusion*

**Internal Provider QA/QI Systems
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*CONTINUOUS QUALITY IMPROVEMENT IS
VITAL TO OUR MISSION*

- ★ We Believe in Providing The Highest Quality of Supports
- ★ We Must Continually Strive to Improve In Everything We Do



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- ★ We Must Understand the Boundlessness of Human Potential So That We May Set Expectations that Liberate Rather Than Limit
 - ★ We Believe We Must Continually Re-Dedicate Ourselves To Our Philosophy



THOUGHTS ABOUT QUALITY ASSURANCE

- ★ QA & QI are Two Different Things and Both Must be Embraced!!
- ★ QA is Everybody's Business
- ★ Gentle People Differ About What Constitutes Quality



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- ★ We March to the Tunes of Many QA Drummers!!
 - ★ QA is a Risk Management Strategy
 - ★ QA Includes Standards, Monitoring and Response Mechanisms
 - ★ Leadership is Directly Related to the Assurance of Quality



INVEST TIME

- ★ Quality Improvement Plan
- ★ Full Time Director of Quality Improvement
- ★ Quality Improvement Teams
- ★ Corporate Compliance Policy



ASK and LISTEN

- ★ Quality of Life Surveys – National Core Indicators Project
- ★ Customer Satisfaction Surveys
- ★ Strategic Thinking & Planning



★ Development of Agency Outcome Measures

★ Exit Interviews

★ Leadership Team Meetings



PAY FOR PERFORMANCE

- ★ Individual Portfolios
- ★ Annual Goals
- ★ Monthly Fireside Chats
- ★ 360° Feedback



STOP, LOOK & LISTEN

- ★ Presence at Corporate Functions Part of Manager's Job Description
- ★ Regular Staff Meetings
- ★ CEO Monthly Meetings with CEO



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- ★ Management Staff Role Model Direct Support
 - ★ Presence of Supervisors
 - ★ Coffee Dates, Camp Outs, and Calls



DATA COLLECTION & ANALYSIS

- ★ Review, Analysis, & Trending of Incident/Accident Reports, Reportable Events, and Critical Incidents
- ★ Monthly Turnover Statistics
- ★ Tracking Unmet Needs From Person-Centered Plans



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- ★ Ethics Committee
 - ★ Trending and Action Plans in Workers' Compensation, Grievances, Performance Improvement Plans
 - ★ Human Rights Committees
 - ★ Concern Recommendation Form Analysis



STRONG CURRENT POLICIES

- ★ All Staff – All Policies
- ★ Safety and Quality Improvement at the Top of All Agendas
- ★ HIPAA, OSHA, & EEOC



★ Regular Internal Investigation Procedures



INTERNAL SUPPORT OF EXTERNAL QA

- ★ International Accreditation
- ★ Case Management
- ★ Margaret Chase Smith Maine Quality Award



★ Licensing

★ Partnership with Insurance Carrier is
Accessibility Assessments

★ Value & Encourage Community Voices



FINANCIAL QUALITY ASSURANCE

- ★ Bi-Weekly Finance Team Meetings

- ★ House Audits

- ★ Board Committees
 - Finance
 - Insurance
 - Audit



★ House Audit Policy

★ Food Stamp Policy

★ Scrutiny of Internal Controls

★ 2-Week Vacations for Bonded People and Top Executives



A PROFESSIONAL STAFF

★ Orientation

★ Shadowing

★ Ongoing Training

★ Consistent Training Evaluation



★ Management Boot Camp

★ Staff Recognition is Critical

★ An Informed Staff is Necessary

★ Personnel Records Audits



AS FOR QUALITY IMPROVEMENT

“If We Always Do What We
Always Did, We’ll Always Get
What We Always Got!! That’s
What I Always Say....”

The Beardstown Ladies