Institute for Applied Behavior Analysis

• Periodic Service Review (PSR) is IABA’s Management System
• Designed to assess and improve performance and quality of services
• Used in all departments and at all levels of the organization
Background

- Group home consultation initial IABA service
- Lack of follow through and implementation of recommendations
- Task Force to address problems
- PSR was developed as a tool for consultants to use to improve implementation of their recommendations
PSR Impact on Client Behaviour
IABA services are rooted within framework of applied behavior analysis

Necessary to integrate principles of both TQM and OBM
Four Components of PSR

1. Performance Standards
2. Performance Monitoring
3. Feedback
4. Training
Four Components of PSR

1. Performance Standards
   • Operationally defined to what we *aspire to*
   • Measurable and Observable
   • Process Standards
   • Outcome Standards

2. Performance Monitoring

3. Feedback

4. Training
Four Components of PSR

1. Performance Standards
2. Performance Monitoring
   • Increase acceptance
   • Essential principles
   • Verifiable
   • Sets stage for feedback
3. Feedback
4. Training
Four Components of PSR

1. Performance Standards
2. Performance Monitoring
3. Feedback
   * Two-way feedback
   * Focus on positive & opportunities for improvement
   * Visual feedback
4. Training
Four Components of PSR

1. Performance Standards
2. Performance Monitoring
3. Feedback
4. Training
   • Necessary to ensure employees can carry out process designed to produce desired outcomes
   • Competency Based Training
Goal is to provide TRANSPARENCY of services
Made available to referral and funding sources and families
Can be a selling point for new funding
Check it out at our exhibit!
ADD NEW PSR ENTRY

PSR INFORMATION (* = required field)

PSR Name (*)
Team (*)
Review Period (*)  13 February 2006
Saved Date  13 February 2006
Location of PSR Collection

No Consumers are members of the selected Team.

Team Member(s) Present (up to 3 present)

Other Member Names

QUALITY STANDARDS

1.A Team Communication

1.A.01 Contact Meetings
○ ACHIEVED ○ OPPORTUNITY ○ NOT APPLICABLE

1.A.02 Staff Meeting
○ ACHIEVED ○ OPPORTUNITY ○ NOT APPLICABLE

1.A.03 Management Meetings
○ ACHIEVED ○ OPPORTUNITY ○ NOT APPLICABLE

1.A.04 STEP Managers Meeting
○ ACHIEVED ○ OPPORTUNITY ○ NOT APPLICABLE

1.A.05 IABA Managers/Budget Meeting

DEFINITION

1.A.07 Job Development Meeting
BOARO Job Development Mtg. Minutes, a job development mtg. was held no less than 1 time per week with attendance of at least the Manager & Job Developer. (Frequency to be adjusted to account.
Conclusion

- With a PSR you know where you are!
- PSR is a dynamic instrument
- All Four Components of the PSR are necessary!
- Contact Information
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