

Quality Management Systems

ITEM	Possible Points	MET (full point value)	PARTIALLY MET (1/2 point value)	NOT MET (0 points)	NOT APPLICABLE
Provider has established formal self monitoring quality management systems that generate data based results. These can include: satisfaction surveys, record reviews and program evaluations.	10				
Provider has quality management systems in place for use of data collected through self monitoring to identify strengths and needs of the agency and make improvements in services.	10				
Provider has quality management systems in place for regular reporting of self monitoring results to the agencies governing body.	10				
Provider has quality management systems in place to ensure that consumers and staff have an active role in planning and the implementation of services. These can include: board of directors, hiring of staff and participation in agency strategic planning.	10				
Provider has quality management systems in place so that consumers and family members have access to agencies administration to discuss problems and concerns.	10				
Provider has Clients Rights and QA/QI/CQI committees in place to share results of self monitoring. Provider has 12 months of minutes for these committees.	10				
Provider has quality management systems in place to review critical/minor incidents and fatalities. Provider has process for reporting incidents to all appropriate and required internal and external bodies.	10				
Provider has quality management system for measuring staff's clinical competence. Agency provides clinical and professional supervision for staff.	10				
Provider has quality management system in place to monitor staff retention. Provider conducts exit interviews with staff leaving agency to help improve recruitment, retention and overall service delivery	10				
Provider offers training opportunities to staff in the areas of person centered planning, recovery model and evidence based practices.	10				
Score	100				