

# McKean County Human Services Quality Management Framework

## I. Mission Statement

*To provide individuals and their families quality services and supports to achieve recovery and live Everyday Lives.*

## II. Scope

Encompass all individuals and their families who are served by McKean County and the provider network.

## III. Accountability and Responsibilities

	<b>Reports To</b>	<b>Roles and Responsibilities</b>	<b>Function</b>
McKean County Human Services Team	McKean County Commissioners and OMHSAS, ODP, OCYF, OCDEL	<ul style="list-style-type: none"> <li>• Develops strategic vision for the Department of Human Services</li> <li>• Ensures accountability</li> <li>• Identify system/process improvement priorities</li> </ul>	<ul style="list-style-type: none"> <li>• Directs the Quality Management activities</li> <li>• Makes final decisions regarding improvement activities</li> </ul>
McKean County Providers and Service Coordinators	McKean County Human Services Team	<ul style="list-style-type: none"> <li>• Collaborate with county and other partners to improve services and supports</li> </ul>	<ul style="list-style-type: none"> <li>• Implement and evaluate improvement activities</li> </ul>
McKean County Internal Quality Management Team	McKean County Human Services Team	<ul style="list-style-type: none"> <li>• Assess and review data from all sources</li> <li>• Share information with partners and stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>• Develop McKean County's Annual QM Plan</li> <li>• Monitor performance outcomes, trends, and patterns</li> <li>• Evaluates the effectiveness of organization-wide QM activities</li> </ul>
Quality Councils: 1. MR Quality Council 2. Community Support Program 3. McKean County Collaborative Board		<ul style="list-style-type: none"> <li>• Data analysis</li> <li>• Advisory capacity for the Quality Management Team</li> <li>• Goal setting</li> </ul>	<ul style="list-style-type: none"> <li>• Evaluates the effectiveness of Quality Management projects</li> <li>• Advises Human Services Team</li> </ul>

#### **IV. Methodology for System Improvement**

##### **A. Continuous Improvement Process**

1. Identify the opportunity for improvement. Just state the facts of what part of the process is not working.
2. Quick Fix –Implement a temporary solution to the situation to avoid any further non compliance
3. Root Cause Analysis-Study the process and identify the non compliance and possible solutions
4. Corrective Action–Put new and permanent process in place and measure results
5. Evaluate and Follow Up. Evaluate the corrective action to assure that the non-conformance is resolved.

##### **B. McKean County's Human Services Quality Improvement Plan**

The Annual Quality Improvement Plan is McKean County's method for achieving system improvement and outcomes for people. The plan included:

- Specific goals that are aligned with the initiatives of the Department of Public Welfares' initiatives.
- Short term target objectives
- Performance outcomes for each area
- Performance measures
  - Date sources
  - Responsible parties

McKean County's Human Services Annual Quality Improvement Plan uses the concepts developed by Edward Deming.

#### **V. Reporting Schedule**

Status reports are due quarterly by the 15<sup>th</sup> of January, April, July, October. The reports will include data collected in the previous three months. For example, the April report will summarize the activities and data collected for January, February, and March. Attached is the status report format that is to be used. Graphs, charts used to analyze the data are to be included.

## Fiscal Year 2007/2008 Identified Quality Management Projects for McKean County

<b>Indicator</b>	<b>Goal/Outcome Desired</b>	<b>Group Members</b>	<b>Initiator (if applicable)</b>
Restraint Reduction	Reduction of restraints for residents living at IFCMR	Ramsbottom Center Supports Coordination County	Office of Developmental Programs
Lifesharing	Mentally retarded people will have a choice of residential settings	Evergreen Elm Supports Coordination County	Office of Developmental Programs
Employment	Increase community employment opportunities for people with mental retardation	Futures Supports Coordination County	Office of Developmental Programs
Health Care Proxy	Individuals receiving Supports Coordination, living in a group home, and/or have an Intensive Case Manager will someone outside the agencies identified for health care decisions	Supports Coordination Intensive Case Management Ramsbottom Evergreen Elm Lakeshore ARC of Crawford County County	McKean County Department of Human Services
Medication Management	Medication Management programs funded by the county deliver their service safely.	YWCA Evergreen Elm Visiting Nurses Association County	McKean County Department of Human Services
IV E Funding	All IV E funding requests are complete and accurate	CYS Fiscal Department Solicitor	McKean County Department of Human Services
CYS Chart Reviews	All client/family charts will be complete	CYS Director Fiscal Department Others as needed	McKean County Department of Human Services