

QUALITY IMPROVEMENT INFRASTRUCTURE AND PRACTICE INTERVIEW

Introduction:

Tell me about your program's structure, staffing, and treatment services.
Are those program areas consistent with the agency's mission statement?

Quality Improvement (QI) and Program Structure

What are the overall goals of your QI effort? Examples of this would be:

- improve productivity
- provide more effective services
- increase access
- increase retention
- implementing of an evidence-based practice(s) [EBP]; etc . . .

What is the treatment program's structure to improve quality of care? Examples of this would be:

- structure and focus of QI committee
- QI membership selection
- leadership
- participation on QI committee
- regularly scheduled QI meetings

How are QI activities and efforts documented and implemented throughout the program? Examples of this would be:

- written policy and procedure
- dissemination of QI meeting minutes
- rapid-cycle testing of initiatives [e.g., Plan-Do-Study-Act]

How does the program or organization sustain the process of Quality Improvement and its initiatives and activities?

Quality Improvement Planning and Activities

Elements and process for implementing and conducting a Quality Improvement (QI) activity:

Describe an implemented or recent (in process or developing) QI activity:

1. Are there written and measurable

- objectives Yes No
- staff involvement Yes No
- patient involvement Yes No
- clearly outlined tasks or activities Yes No
- regularly scheduled follow up meetings Yes No

2. Are there annual goals and objectives outlined in the QI plan Yes No

3. What was the length of time needed to complete the QI activity _____

4. How are those quality improvement goals and objectives selected

Quality Performance Measurements and Evaluation

What indicators are used to measure and evaluate QI activities? Examples of this are:

- patient outcomes
- increased census
- units of service
- changes in number or turnover of staff
- perception of care and satisfaction surveys
- audits
- review of case records
- IPMES data
- scorecard data
- focus groups
- exit interviews
- modified and sustained program activities

Reviewer Comments:

Staff Involvement

What mechanisms are used to encourage and engage staff in Quality Improvement initiatives and QI activities? Examples of this are:

- employee orientation
- email
- newsletters or bulletins
- training in QI procedures
- integration of QI in staff meeting agendas

Reviewer Comments:

Closing Questions

Would you be open to receiving additional information or technical assistance to further/enhance your QI processes?

Yes No

Would you be willing to share your QI experience with your peers?

Yes No

Is there anything else you would like to share about your QI process?

Yes No

Reviewer Comments:

Reviewer's Assessment of the Quality Improvement Infrastructure and Practice Interview

Is there any particularly innovative program policy or effective practice that came to your attention during the QIIP interview process?

What does the agency appear to be doing well from their perspective?

Do you as the reviewer agree with their perspective? Yes No

What program areas could benefit from improvement?

What changes to the QIIP interview and review process would you recommend?