

Policy:

Living Well Disability Services strives to deliver exemplary services. Using three key assessments, services are monitored, reviewed, and assessed for quality by those providing, receiving, and supporting services. Results from assessments are analyzed at each service location, compared to organizational standards, and prioritized to meet individual needs. Prioritized goals for service delivery are incorporated into a Quality Improvement Work Plan which provides direction to each service location to improve services based on a data, outcome, and result driven assessment process.

Procedure:

1. COMPASS –Quality Improvement: Management Staff are responsible for the implementation of COMPASS. COMPASS assessments are completed and summarized monthly.

Program Services COMPASS Assessments include:

➤ Mandatory Assessments

- Personal Supports: Service, planning, development and implementation.
- Safety: Safety, monitoring, and regulatory measures.
- Documentation: Service implementation documentation.
- Vehicle: Transportation safety and vehicle maintenance.
- Nutrition: Self-advocate participation and dining experience.
- Preventative Maintenance: House, equipment and yard safety.

➤ Optional Assessments

- Support Knowledge: Advocate knowledge of services and supports.
- Health Supports: Quality of medication administration.
- Meal Preparation: Meal preparation and sanitary practices.
- Personal Appearance: Quality of personal cares.
- Quality Interactions: Quality interactions and supports.
- Cleaning: Cleanliness of home.
- HIPAA: Securing and monitoring protected health information.

2. Annual Satisfaction Survey: Living Well Disability Services administers an annual survey to families, legal representatives, and case managers to evaluate satisfaction with services. The results from this survey serve as a catalyst for the improvement of services. The results from the survey are published and distributed to all respondents (self-advocates, families and legal representatives, internal staff, and Governing Body). The Program Manager reviews results with self-advocates.
3. Quality Improvement Work Plan: Each service site maybe requested to maintain a Quality Improvement Work Plan, which contains prioritized objectives directed at improving services. These data, outcome, and result driven objectives strive to improve the quality of services based on individual needs.