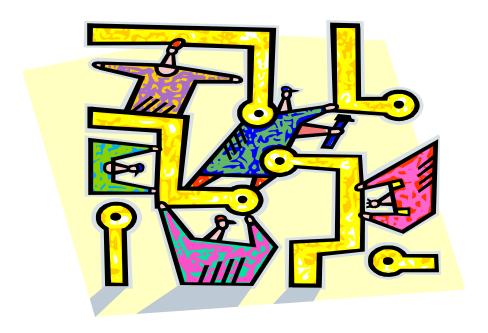
Local Quality Assurance Resource Manual



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Preface

The Local Quality Assurance Resource Manual is intended for use by local Quality Assurance (QA) Coordinators and others to assist them in working to develop a "local quality assurance system" as required by Oregon Administrative Rule and contract. The manual, therefore, includes chapters to assist with many of the elements required of CDDPs.

Chapter 1 Quality Program Overview
Chapter 2 Quality Assurance Plan
Chapter 3 Quality Assurance Committees
Chapter 4 Compiling, Analyzing and Presenting Data
Chapter 5 Measuring Customer Satisfaction
Chapter 6 Improving Quality

The Critical Questions Workbook, a separate manual also available through SPD, offers suggestions for identifying appropriate measures, as well as working with

Committees to review data and define improvement strategies.



Both documents are based on Oregon Administrative Rule and are current as of June 2005. Because Administrative Rules and Contract requirements change, CDDPs should always check for and apply more current rules and contracts developed after the publication of this Resource Manual. All CDDPs must remember that their role is to implement a Quality Assurance program that supports the state's current Quality Assurance Plan.

The Resource Manual is a product of the Research and Evaluation contract between the University of Oregon's Educational and Community Supports Unit within the College of Education and the Department of Human Services, Seniors and People with Disabilities, State of Oregon (Agreement # 108857, Amendment 1). This manual presents some of the quality assurance requirements, as well as items that are not specifically required but offered as suggestions or examples. As such it does not necessarily reflect the policies and procedures of the office of Seniors and People with Disabilities.

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