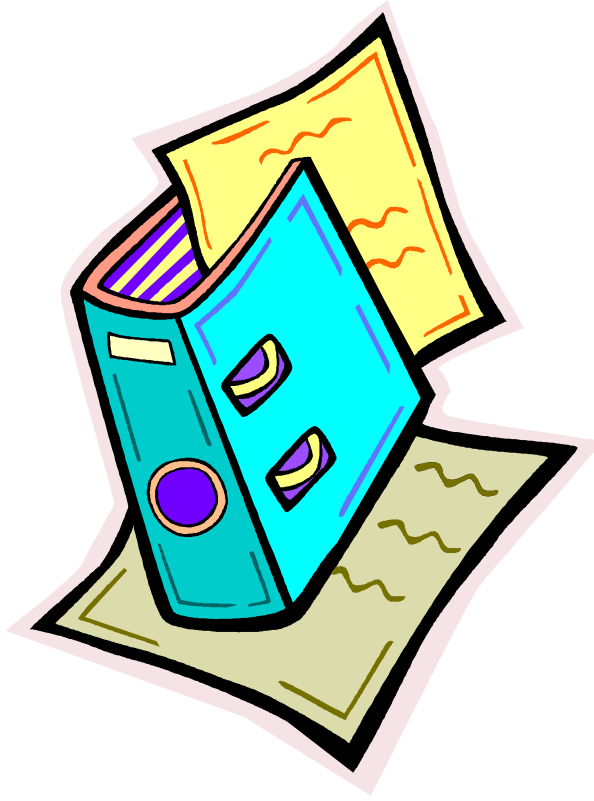


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# CRITICAL QUESTIONS WORKBOOK



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**June 2005**

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# CRITICAL QUESTIONS WORKBOOK

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## Preface

The *Critical Questions Workbook* is intended for use by Quality Assurance (QA) Coordinators to assist them in working in Local Quality Assurance Committees.

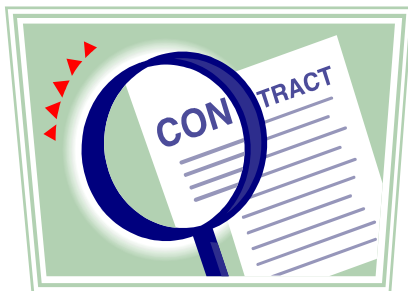
According to the Oregon Administrative Rule (OAR) on Community Developmental Disability Programs (CDDPs) {OAR 411-320-0040(9)(e)(B)}, Local Quality Assurance Committees include three primary activities:

- Providing review and comment on CDDP plans for local QA plan activities
- Providing review and comment on data gathering instruments and methods
- Providing review and comment on the results of information gathered by the CDDP and the effectiveness of corrective actions.

It is this third activity that this workbook is designed to support: to assist QA Coordinators with identifying relevant “results of information gathered” for presenting to the Committee. Use of the workbook is **not** required.

The *Critical Questions Workbook* is organized according to the six goals included in the state’s QA plan and is 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 publication of this Workbook. All CDDPs must remember that their role is to implement a Quality Assurance program that supports the state’s current Quality Assurance Plan.





The Workbook 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 workbook 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.

#### Acknowledgements

The author would like to thank the following people who have contributed to the development and improvement of this workbook:

Andrea Cioffi and Steve Newton at the University of Oregon  
Tanya Fish, Lane County Developmental Disabilities Services  
Lane County Quality Assurance Committee

Vicki Storie of Seniors and People with Disabilities  
and the Quality Assurance Coordinators from across the State of Oregon  
who have given feedback on previous versions, and shared their challenges  
related to working with data for quality improvement.

The website for obtaining this document, the *Critical Questions Workbook*, and the *Local Quality Assurance Resource Manual* is: <http://www.Oregon.gov/DHS/SPD/QA/home.shtm>