
GLOSSARY

Bar Graph – A type of graph used to display data in categories.



A Bar Graph

Continuous Improvement – Includes an ongoing process of studying patterns and trends, finding root causes, selecting and planning strategies for improvement, taking action and evaluating the results. Systematic efforts to study the causes of gaps in performance and imbed improved practices in systems to remediate those gaps. Continuous improvement is often used interchangeably with the phrase “Quality Improvement.”

Corrective Actions (Remediation) – Steps taken or required to remediate deficits, particularly when practices or policies do not meet standards set by rule or contract.

Customer/Consumer – The person or organizational entity that receives a service or product. This may include, for example, a person with disabilities, a staff member, or committee.

Customer/Consumer Satisfaction – The degree to which the services and supports offered to individuals fulfills and reflects their expressed desires, needs, personal goals, and choices.

Data Processing Tools – Methods used for compiling, organizing, and presenting data for analysis. This may include, for example pencil and paper methods, spreadsheets, and databases.



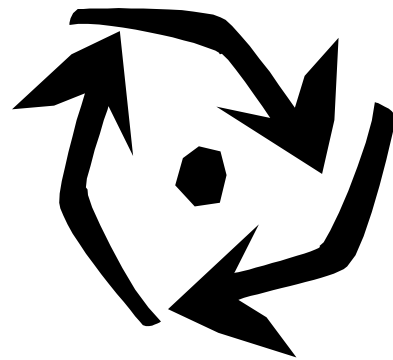
A sample data processing tool

Desired Outcome – A benefit to people with disabilities or a quality defined as an important aspect of a Goal identified by SPD. (Also see Goal.)

Discovery – One of the three major functions of **Quality Management**. Collecting data and direct participant experiences in order to assess the ongoing implementation of the program, identifying strengths and opportunities for improvement. “Quality Components” such as SERT, Licensing, and Service Coordinator Monitoring are processes used for Discovery.

DMAIC – Define, Measure, Analyze, Improve, Control—a systematic quality improvement model.

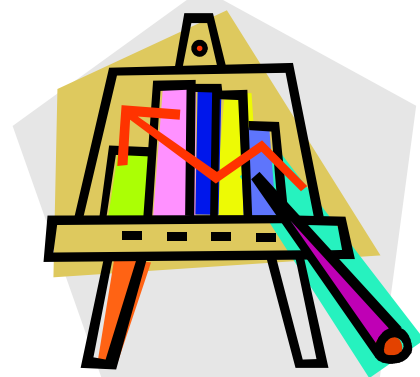
1. **Define** the target of the improvement effort.
2. **Measure** the current status – how is it doing now?
3. **Analyze** possible reasons why the process does not currently produce what is wanted.
4. **Improve** the process so that it does produce the desired output.
5. Document the changes and incorporate them into “business as usual” (**Control**).
6. Go on to the next Quality Improvement project.



Focus Groups – A strategy used with a group of individuals to collect data through small conversations around predetermined topics. A moderator creates an atmosphere that allows individuals in the group to express their experiences and perceptions.

Goal – A high level objective. SPD has established six goals related to defining the quality of developmental disability services.

Histogram – A type of a bar graph that is used to display the frequency of data across a continuous variable, such as number of days, or number of corrective actions.



Sample Histogram

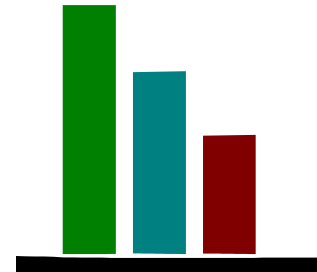
Line Graph or Run Chart – Used to display data across time by graphing the results achieved during different time periods. (Also see Run Chart.)

Local Quality Assurance Plan – A document that describes the major activities to be performed by the CDDP, including timelines for each of the activities. The local QA plan must be updated at least annually.

Output – Products resulting from a process.

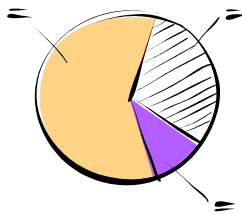
Outcome – Benefits provided to customers. The effects experienced by customers after services are completed.

Pareto Chart – A bar graph that places the bars in descending order left to right, with the highest bar on the left. This format displays which category is most common, and which is least common.



Pareto Chart

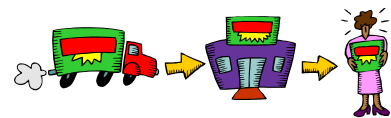
Performance Measurement Model – A conceptual theory for how to organize a system for gathering data useful for decision-making.



Pie Chart

Pie Chart – A type of graph used to compare the relative size of parts of the whole.

Process – The broad sets of activities engaged in by staff and volunteers to complete objectives related to the mission of the organization. Organizations have many types of processes, including planning processes (e.g., strategic planning), performance processes (i.e., processes for getting the basic work done), quality assurance processes (i.e., processes for measuring the quality of other processes or outputs/outcomes), and quality improvement processes.

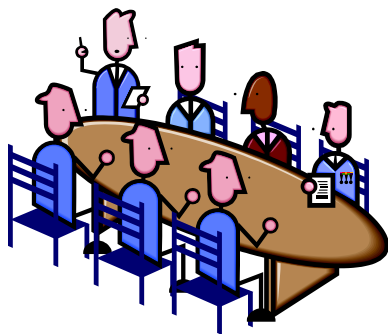


Process Data – Information gathered from activities completed (what did we do). Process data describes the steps that were done.

Program Design – Sets the stage for achieving desired outcomes. Program Design addresses such topics as service standards, provider qualifications, assessment, service planning, monitoring participant health and welfare, and critical safeguards (e.g., incident reporting and management systems).

Quality – Meeting or exceeding customer requirements. The degree to which services and supports for individuals with disabilities increase the likelihood for desired health and quality of life outcomes.

Quality Assurance – Activities that assure you meet or exceed requirements of customers. Processes that measure compliance with standards.



Quality Assurance Committee – A committee of stakeholders comprised of persons representing self-advocates, service providers, advocates, family members of individuals with developmental disabilities and service coordinators. The mission of the committee is to assist in the development and review of local quality assurance plans and activities.

Quality Assurance Component – The quality assurance processes that SPD expects CDDPs to implement. A source of data related to documenting performance on a desired outcome identified by SPD.

Quality Improvement – Improving processes so that they produce higher quality, improved outputs or outcomes. Using data and quality information to engage in systematic actions that lead to continuous improvement. Continuous improvement is often used interchangeably with the phrase “Quality Improvement.”

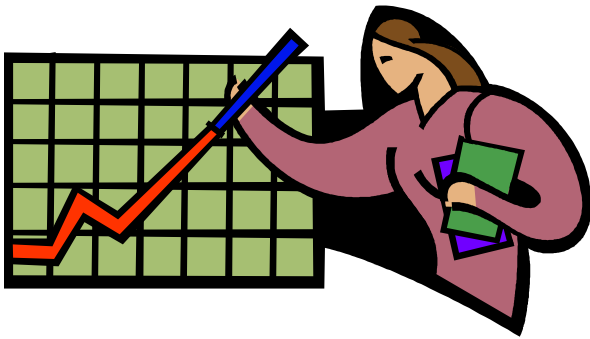


Quality Indicator – A measure used to assess and report about a characteristic of quality of a process, output, or desired outcome.

Quality Management – A management program that gauges the effectiveness and functionality of program design and pinpoints where attention should be devoted to secure improved outcomes. Quality Management includes three major components—Discovery, Remediation, and Continuous Improvement.

Remediation – One of the three major functions of **Quality Management**. Taking action to remedy specific problems or concerns that arise. Corrective Actions or Plans of Correction are used to remedy specific problems or concerns found during Discovery.

Results Data – Analysis of the information gathered from completed activities (what did we find out). Results data describes what resulted from the steps that were done.



Run Chart or Line Chart

Run Chart or Line Graph – Used to display data across time by graphing the results achieved during different time periods

Success Indicators – The measures indicating the performance of the quality assurance process.

Systematic – Step by step procedures for identifying targets to work on and addressing those issues. Characterized by order and planning.