
Local Quality Assurance Resource Manual

Table of Contents

<u>PREFACE</u>	iii
 <u>CHAPTER 1</u>	
<u>INTRODUCTION: LOCAL QUALITY ASSURANCE PROGRAM</u>	
Background Information on Local Quality Programs	1-1
Organization and Structure of this Local Quality Assurance Resource Manual	1-11
Appendix – 411-320-40 Community Developmental Disability Program Responsibilities (08/03/04).....	1-12
 <u>CHAPTER 2</u>	
<u>LOCAL QUALITY PLANS</u>	
Local Quality Assurance Plans	2-1
Organizing Work for Carrying Out the Plan	2-2
Appendix – CDDP Quality Assurance Plan Content Requirement Summary (April 2005).....	2-21
 <u>CHAPTER 3</u>	
<u>LOCAL QUALITY ASSURANCE COMMITTEES</u>	
Local Quality Assurance Committees	3-1
Quality Assurance Committee Membership.....	3-11
Local Quality Assurance Committee Meetings	3-15
Helping People with Disabilities to Participate in a Meaningful Way.....	3-18
 <u>CHAPTER 4</u>	
<u>COMPILING, ANALYZING AND PRESENTING DATA</u>	
Data to be Collected, Compiled and Reported	4-1
Turning Data into Useful Information:	
Guidelines for Presenting Data.....	4-25
Tips for Graphing in Excel	4-35
Some Final Tips	4-47

CHAPTER 5
MEASURING CUSTOMER SATISFACTION

Designing and Implementing Surveys to Measure Customer Satisfaction5-2
Focus Groups5-8
“Open Forums”—Benton County5-12
Appendix – Sample Customer Satisfaction Survey Questions and Formats.....5-16

CHAPTER 6
IMPROVING QUALITY

Quality Management.....6-3
Corrective Actions6-5
Continuous Improvement.....6-11

GLOSSARY.....A-1

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.

Acknowledgements

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

Tanya Fish, Lane County
Dawn Bergstrom, Washington County

Both have always responded quickly and with great thoughtfulness whenever asked to review pieces of this manual. Their feedback and suggestions have resulted in important changes to the content of the Resource Manual.

In addition, we would like to thank all of the Quality Assurance Coordinators from across the state of Oregon who have given feedback on previous drafts, shared ideas and samples, and discussed their challenges related to developing their local quality programs.

