

ALASKA PIONEER HOME		P&P No: 09.07
Title: Quality Management		Approval: 
Key Words: Grievance, Quality Improvement, Quality Assurance, Self-assessment		
Team: Administration	Effective Date: 11/15/13	Page: 1 of 3

PURPOSE

To describe a management system in the Alaska Pioneer Homes (AKPH) that plans for quality, controls quality, assures consistent quality, and improves the quality of services provided.

POLICY

AKPH complies with statutory and regulatory quality requirements that are applicable.

AKPH complies with the Conditions of Participation for providing Home and Community Based (HCB) Waiver Services to residents.

The Homes self-assess the quality of services provided to HCB Waiver residents by summarizing data, creating reports, and making the data available to the Division of Senior and Disability Services (DSDS).

DEFINITIONS

Grievance is a real or imagined wrong causing resentment and regarded as grounds for complaint.

Quality management system (QMS) is a set of activities to continually improve the effectiveness and efficiency of its performance and reduce risk. QMS includes the organization, procedures, and resources needed to implement the program; it is running a good business at the lowest cost.

Quality assurance is one part of QMS. It includes the activities that establish confidence that quality is met, like quality control.

Quality improvement is one part of QMS. It is anything that enhances the ability to meet quality measures.

PROCEDURE**I. Quality Management System (QMS)****A. Elements of QMS**

1. Grievance process
2. Quality improvement process
3. Self-assessment
4. Documentation available to DSDS

B. Grievance process

1. AKPH must develop and implement a protocol for handling and resolving written and oral complaints about services or personnel.
2. AKPH must analyze the complaints each quarter to determine whether issues raised represent single incidents or a pattern.
 - a. Appropriate action is taken to resolve issues brought to light by the quarterly analysis.

C. Quality improvement process

1. AKPH monitors and collects data related to:
 - a. The delivery of services and satisfaction with services;
 - b. Analysis of findings;
 - c. Identification of problems; and
 - d. Opportunities for improvement.
2. AKPH develops and implements a process to correct problems.
 - a. Problems may relate to a single person or to a systemic operation.
3. AKPH uses its findings from data collected and analyzed to continually improve its delivery of services. Improvements can include:
 - a. Policy development;
 - b. Management changes;
 - c. Staff training; and
 - d. Other system interventions.

D. Self-assessment

1. AKPH conducts a self-assessment of its quality improvement process annually.
2. Self-assessment includes evaluation of the findings and corrective action of:
 - a. Grievances;
 - b. Critical incident reports, including reports of harm;
 - c. Medication error;
 - d. Use of restrictive interventions;

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- e. Satisfaction surveys; and
 - f. Internal reviews of services provided to determine if they are in accordance with plans of care and resident needs. Services such as:
 - 1) Food service
 - 2) Recreational service
 - 3) Home environment
 - 4) Resident care service
 - 3. Assessment uses information sources such as:
 - a. Resident, family, legal representative satisfaction survey.
 - b. Care coordinator or case manager satisfaction survey.
 - c. Primary care provider survey.
 - d. Grievance/complaint review and analysis.
 - e. Critical incident reports and reports of harm.
 - f. Medication error analysis.
 - g. Use of restrictive intervention.
 - h. HCB Waiver plan of care adherence.
- E. Documentation of quality improvement
- 1. QMS supporting documents are maintained in each Pioneer Home and are available to DSDS upon request.
 - 2. The documents summarize data collection activities, findings, and resulting corrective actions and program improvements.
 - 3. AKPH can support the findings with data that is available to DSDS upon request.

HISTORY OF REVISIONS

New: 11/15/13

Revised:

Reviewed:

ATTACHMENTS**REFERENCES**

SOA, DHSS, DSDS, Residential Supported-Living Services Conditions of Participation, revised 5/2/13.