

Quality

A. Quality Improvement

Friendship Community is committed to continual quality improvement initiatives designed to enhance all services and supports at Friendship Community.

a. Policy

- i. Friendship Community shall maintain a current Quality Management Plan per all applicable regulatory standards as set forth by the Office of Development Programs (ODP), and in accordance with County and other statewide initiatives, as appropriate.
- ii. The Quality Improvement Council shall provide quality management oversight and organizational recommendations according to the Friendship Community Quality Management Plan, which shall be reviewed and updated on an annual basis.
- iii. The Council shall develop and maintain Action Plans in accordance with the Quality Management Plan and shall convene at least quarterly to review all applicable data related to each quality improvement area.

b. Target of Policy

- i. Internal: Friendship Community recognizes the primary intent is to promote quality management principles and practices to ensure provision of quality services that promote choice and control on behalf of each Individual served. Quality services are intended to protect the health and safety of Individuals receiving services, as well as ensure program compliance with applicable regulatory standards.
- ii. External: Quality standards must relate to mutual service providers that also support the Individuals, as well as all other stakeholders, on behalf of Individuals served. This includes a variety of community organizations and persons, including, but not limited to families, advocates, funding entities, financial constituents, Individual's employers, and Friendship Community Volunteers.

c. Procedure

- i. The following areas, at a minimum, shall be reviewed at Quality Improvement Council meetings which shall be chaired by a designated Quality Improvement Council Chairperson and be comprised of an Interdisciplinary team, which may include a family member or other volunteer. The review schedule is designated by the Chairperson and recorded accordingly.
 1. Quality Management Plans and Action Plans to identify progress and data trends.
 2. Summaries of results from regularly conducted Friendship Community Quality Enhancement surveys to identify data

Quality

- trends and recommendations regarding areas of concern, as applicable.
3. Grievances submitted by Individuals and/or representatives.
 4. Enterprise Incident Management (EIM) incidents, including medical and non-medical incidents, medication errors, restraints, and target reports (at intervals of at least every 30 days per Quality Assessment and Improvement Guidelines)
- d. Measurement of Quality Standards:
 - i. Individuals have opportunities to pursue their own growth areas to achieve Everyday Lives in a healthy, safe and productive manner, with the assistance of their Individual Support Team.
 - ii. Quality Enhancement surveys are conducted routinely to assess satisfaction and opportunities for improvement.
 - iii. Quality practices and standards are implemented to routinely monitor quality and compliance measures.
 - e. Licensing entities provide additional oversight with annual and routine inspections per regulatory standards as outlined in licensing agreements. County representatives, families and advocates provide routine feedback, which is intended to advance the quality of services and supports.

Quality

B. Review

- a. The Quality Improvement Council meets regularly to assess routine standards and to explore new opportunities of quality related to Friendship Community. Incidents, as viewed on Enterprise Incident Management (EIM), are a portion of this review.
- b. The Quality Improvement Council offers suggestions to all departments on any matter to promote to further review, oversight and/or progress as necessary.
- c. An Administrative Review Team meets as needed to assess thoroughness and quality of each Certified Investigation conducted. Corrective action is established to address quality areas following each review, as applicable.