

Quality Services benefit families, family support professionals and agencies.

Quality requires hard work and is the result of:

High intention – Having a determination about what we want to achieve

Intelligent direction – Making an informed choice out of many different alternatives and developing a sound plan of action

Skillful execution – Having the ability to carry out a task within a given amount of time

Quality Assurance measures compliance against certain necessary standards (eg., ensures that required paperwork is complete.)

Quality Improvement is a continuous improvement process that ensures enhanced activities and services that result in improved family health.

The **PLAN-DO-CHECK-ACT (PDCA)** Model is a popular model for continuous quality improvement processes.

Plan – Identify the issue, form the team, determine the root cause and collect data

Do – Identify specific tasks, timelines and lead staff. Implement the plan, collect and document data.

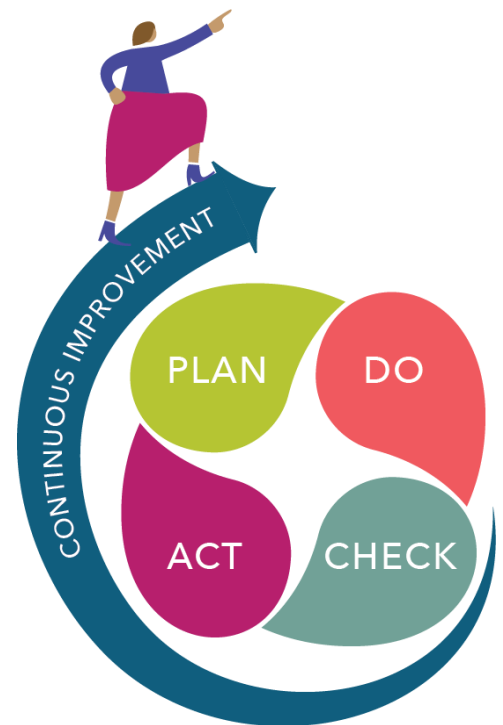
Check – Analyze the effect of the intervention by comparing new data to baseline data to determine whether improvement was achieved and assess whether the measures in the goal statement were met.

Act:

Adopt – If the improvement was achieved, it's time to adopt it as standard practice.

Adapt – If the improvement wasn't quite achieved, but it was close, adapt the "best," and either extend the testing period or revise.

Abandon – If the improvement wasn't achieved, start back at the planning phase and reconsider the problem at hand.



Policies and procedures set the boundaries within which you operate. Policies tell you what to do and why. Procedures tell you when and how to perform tasks.

Resources

Chapter 1: Welcome

Chapter 2: Improving Quality

- Quality Overview – [Handout](#)
- Quality Improvement – [Video](#)
- Quality Assurance versus Quality Improvement - [Handout](#)
- Plan-Do-Check-Act Model – [Video](#) and [Transcript](#)

Chapter 3: The Plan-Do-Check-Act Model

- To Do Steps - [Video](#)
- The PLAN DO CHECK ACT MODEL – [Handout](#)
- SWOT Analysis - [Resource Handout](#)
- AIM Statement – [Resource Handout](#)
- 5 Whys – [Resource Handout](#)

Chapter 4: Partnering With Your Supervisor

- It's Not Easy Being the Boss – [Video](#)
- Build a Partnership with Your Supervisor - [Handout](#)
- Engaging with Different Personality Types - [Handout](#)
- What's Your Personality Type? - [Handout](#)
- The DISC Personality Types - [Transcript](#)

Chapter 5: Communicating With Your Supervisor

- Communicating with your Supervisor – [Video](#) and [Transcript](#)
- Identifying your Supervisor's Personality Type - [Handout](#)

Chapter 6: Policies and Procedures

- Defining Policies and Procedures – [Handout](#)
- Agency Asset Use Guidelines - [Transcript](#)
- Dress Code and Other Considerations - [Handout](#)

Chapter 7: Time Management

- Big Rocks – [Video](#) and [Transcript](#)
- Covey's Time Matrix – [Handout](#)
- Goal Setting – [Handout](#)
- Planning for Better Time Management – [Handout](#)
- Considerations in the Field – [Transcript](#)