

## Quality Enhancement Plan

Every organization sets out to create strong, solid, high quality services and supports for the people it serves. In order to meet changing environments, regulations, new thinking, and other unanticipated forces, organizations develop and follow quality enhancement plans. Great organizations “plan their work and work their plans” through the quality enhancement process.

### Quality in Practice

- Create a quality enhancement plan based on the mission and values of the organization.
- Create an ongoing, fluid quality enhancement plan that is developed by a diverse group of stakeholders as a result of:
  - collecting and analyzing aggregated data on Personal Outcomes and other areas
  - identifying trends and patterns that need to be addressed
  - identifying priority outcome areas to be addressed
  - comprehensive assessment of internal and external resources and tools needed to accomplish stated goals/outcomes
  - developing strategies for improvement which are specific and measurable
  - ongoing assessment of the effectiveness of the strategies
  - measures of organizational success aligning with Personal Outcomes attained by people supported
- Assure that the quality enhancement plan contains
  - goals and objectives.
  - measurable criteria for completion (how will we know when we get there).
  - responsible person(s).
  - target dates for review or completion.
- Develop an information management system that will assist in the collection, tracking, trending, and analysis of multiple data.
- Develop organization-wide risk management procedures to more effectively and efficiently support the health, safety, and welfare of all organizational members.
- Analyze which supports work and do not work in order to make changes in systems, address barriers, and brainstorm about opportunities for enhanced supports to people.
- Involve a diverse group of stakeholders in the analysis and development of strategies for quality enhancement.
  - Remember that resources include more than just funding and standards; consider a variety of people, places, civic organizations, businesses, and other resources.
  - Utilize various means of involvement – focus groups, surveys, meetings, etc. This will assist people to have an investment in the plan and its outcomes.