

FAMILY SUPPORT SERVICES OF NORTH IDAHO

QUALITY ASSURANCE PROGRAM

Purpose: Family Support Services is dedicated to provide quality services to its consumer and has put in place a QA program to ensure on an ongoing basis that services provided are of quality. This program is designed to ensure quality by:

- Doing bi-monthly internal review of our client's file to ensure that all necessary documents are in, but also to ensure that services provided are appropriately documented and in accordance to the individual's treatment plan, this review will be conducted by the office manager, Clinical Director or Executive Director, and;
- Doing yearly internal review of our provider's individual file to ensure that they have completed all requirements, such as a minimum of 20 hours of training per year, valid driver license, current CPR and First Aid cards, this review will be conducted by the Clinical Director or Executive Director and;
- Doing yearly performance evaluation with each provider to assess their ability to provide services to the current standards of practice, this evaluation will be done by the direct supervisor of the provider. If problems are identified in regard of provision of services additional training will be required of the provider to be completed within a 60 days period of time following the review. Other discipline measures maybe taken by the supervisor such verbal written warning, a probationary period of 30 days maybe established, or discharge from employment for severe violation of policy and procedures, notably when violation of participant's rights, this review will be conducted by the Clinical Director or Executive Director and;
- Doing family satisfaction survey to assess the efficiency and quality of services and supports from the family/participant's perspective, these surveys will be sent quarterly, the Executive Director and /or Clinical Director are responsible for this task, and;
- On a yearly basis do a compilation of surveys to assess how the agency is performing, the Executive Director and /or Clinical Director are responsible for this task, and;
- Ensuring that the needs of the participant are met by having sufficient staff and resources, Family Support Services of North Idaho, is committed to put the needs of their client first and will not attempt to serve client with limited resources, the Executive Director and /or Clinical Director are responsible for this task, and;
- Ensuring that the least restrictive environment is utilized (if appropriate) when providing the services so it is the closest to the natural environment of the participant, the Executive Director and /or Clinical Director are responsible for this task, and;
- Having each participant and provider trained in our consumer protection/participant rights. Ongoing training will take place to ensure that our participants are aware of their rights and ability to make choices for them self, the Executive Director and /or Clinical Director are responsible for this task, and;
- Services will be developed with the family/participant input, all treatment plan will be based on the needs, personal choices and preference of the family/participant. Each task will be developed with a conscience effort to meet the developmental stage of the participant so services are age appropriate, services will promote normalization and provide opportunities for community participation and inclusion, the Executive Director and /or Clinical Director and individual providers are responsible for this task, and;

- Services are observable in practice at any time to ensure quality, these services maybe observed by supervisors and by the family of the participant or any other entity approved by the agency and the family/participant.