

QM Plan, Part 1 (Stays intact during fiscal year)

Do not enter strategies - action steps on this

Best Practice: Review and update QM Plan (Part 1) each fiscal year

Quality Management Plan

Entity Name: Provider ABC

Fiscal Year: 2021-2022

Focus Area: Participant-Centered Service Planning and Delivery (Choose from : [Home and Community-Based Services \(HCBS\) Quality Framework](#) , page 1

Goal	Outcome	Target (SMART) Objective (T.O.)	Performance Measures/Data Source(s)/ Frequency/Responsible Person
<p>High level, "umbrella" statement written in broad, non-specific, general terms.</p> <p>A goal is the "ideal" to be achieved.</p> <p>Example: People are engaged and participating in their community.</p> <div data-bbox="195 901 674 1092" style="border: 1px solid black; background-color: #4a7ebb; color: white; padding: 5px; margin-top: 10px;"> <p>Keep both types of statements short/concise to avoid confusion about what the improvement project is about and to eliminate room for misinterpretation.</p> </div> <div data-bbox="195 1128 674 1336" style="border: 1px solid black; background-color: #4a7ebb; color: white; padding: 5px; margin-top: 10px;"> <p>Establishing a baseline is an excellent starting point, especially if you lack historical, person-centered data. A baseline helps answer the question, "where are we now?"</p> </div>	<p>An outcome drives the target objective, is person-centered, and directly related to the problem area being addressed.</p> <p>Example: People work in Competitive, Integrated Employment (CIE).</p>	<p>S – Specific M – Measurable A – Attainable (Achievable) R – Realistic T – Within a Timeframe</p> <div data-bbox="1035 479 1276 613" style="border: 1px solid black; background-color: #4a7ebb; color: white; padding: 5px; margin-top: 10px;"> <p>Consider these criteria when writing your T.O.</p> </div> <p>T.O. speaks to level of performance you want to achieve.</p> <div data-bbox="884 683 1276 771" style="border: 1px solid black; background-color: #4a7ebb; color: white; padding: 5px; margin-top: 10px;"> <p>Include both percentage (%) and number(#) in your T.O.</p> </div> <p>Example: Increase the number of people working in CIE by 20% (to 103) by June 2023.</p> <div data-bbox="768 862 1251 992" style="border: 1px solid black; background-color: #4a7ebb; color: white; padding: 5px; margin-top: 10px;"> <p>Limit T.O. to 1 sentence. Stick to the basics: What do you want to achieve > by how much > by when?</p> </div> <p>Determine T.O. by considering current baseline...or establish baseline if one does not exist.</p> <p>A baseline is built by tracking an organization's performance over time, generally at least one year, and provides an objective assessment of current level of performance.</p> <p>Example: FY 20-21 = 86</p>	<p>Performance measures:</p> <p>Performance measures (PM) are used to track performance over time; data used to inform performance measures indicate whether you are on track to achieve your target objective.</p> <div data-bbox="1713 609 1990 699" style="border: 1px solid black; background-color: #4a7ebb; color: white; padding: 5px; margin-top: 10px;"> <p>PM can be written as #, %, or both</p> </div> <p>Example: # of people working in CIE</p> <p>Data source(s):</p> <p>A data source is stored data collected according to specific requirements that aim to ensure reliability and validity of the data.</p> <p>Examples: HCSIS, EIM, QA&I, PROMISE™, IM4Q, Excel Spreadsheet</p> <p>Frequency (2 types):</p> <p>How often is data collected and reported on? For instance, data may be collected <u>monthly</u> and reported <u>quarterly</u></p> <p>Responsible person:</p> <p>This person (<u>name only 1</u>) is ultimately responsible for outcomes and is in a position (has authority) within the organizational structure to implement needed changes (e.g., manager, supervisor, or team leader, etc.)</p> <p>Example: CIE Coordinator</p> <div data-bbox="1650 1320 1959 1375" style="border: 1px solid black; background-color: #4a7ebb; color: white; padding: 5px; margin-top: 10px;"> <p>Subject Matter Expert</p> </div>