# Office of Developmental Programs Division of Quality Management QM Spotlight

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Welcome to ODP's QM Spotlight, the first in a series of quarterly informational publications intended to provide guidance and helpful hints as you work at applying QM principles and practices in your organization.

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The QM planning process involves implementation of the **Plan-Do-Check-Act (PDCA)** cycle. It is important that a QI team engage in each of these 4 steps to ensure success!

So...what happens when a QI team isn't seeing improvement after implementing a QM Plan?

Consider the following...

### 1: PLAN

- - <u>QI team</u> has "ground-level" members with functional responsibility for results? Members have expertise about process/system they are trying to improve?
- > <u>Q</u>
  - QM plan is simply and clearly written? Includes SMART target objectives/performance measures?
- Act
  - <u>Action plan</u> has correct responsible person assigned for each action item person most familiar with the operational function?



#### 4: ACT

Identified barriers - follow up activities to address these are implemented?

Take action, based on what the data are telling you!



## 2: DO

- <u>Data</u> from reliable source? Organized for review and analysis? (e.g., spreadsheet)
- <u>Data collection</u> done routinely? (e.g., monthly)

# 3: CHECK

- Team meetings monthly to track data? Timely completion of action items?
- Quarterly reports track progress over time, including findings and analysis? Is there critical thinking happening (who, what, when, where)?



#### **Q&A CORNER**

**Question**: Can an entity develop a QM/Action plan using data that specifically targets compliance outcomes (e.g., to correct a regulatory compliance issue)?

**Answer**: Yes. However, an entity must also develop a QM plan using person-centered performance data.

**Note**: QA&I defines a person-centered QM plan as one that *specifically targets people outcomes, not compliance outcomes.* In other words, focuses on positive results for the people we serve instead of projects

that focus on whether a box was checked. Ask - How will this impact a person's quality of life?