

# Annotated Quality Management Plan (QMP)

| QUALITY MANAGEMENT PLAN (QMP)                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                |
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| <b>Entity Name:</b>                                                                                          | Provider ABC                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>Fiscal Year:</b> FY25-26                                                                                                    |
| <b>QMP Responsible Person:</b>                                                                               | Program Manager<br>Name only one person. This person is ultimately responsible for outcomes and is in a position (has authority) within the organization structure to implement needed changes (e.g., manager, supervisor, or team leader, etc.)                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                |
| Goal Statement                                                                                               | Target Objective (T.O.)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Performance Measure                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Frequency                                                                                                                      |
| <div>Example</div> People work in Competitive Integrated Employment.                                         | <b>Baseline:</b> FY25-26 = 86 (Starting point)<br><b>Target Objective:</b> Increase number of people working in CIE by 20% to 103 by 6/30/29.                                                                                                                                                                                                                                                                                                                                                                                                         | <b>Performance Measure:</b><br>Total number of people with CIE<br><br><b>Data Source:</b><br>SCO Report                                                                                                                                                                                                                                                                                                                                                                             | <b>Monitoring:</b><br>Data collected monthly<br><br><b>Reporting:</b><br>Data reported quarterly                               |
| <div>Notes</div> High level, “umbrella” statement written in broad terms, sets direction for all activities. | Consider these criteria when writing your T.O.:<br><b>S-</b> Specific<br><b>M-</b> Measurable<br><b>A-</b> Attainable (Achievable)<br><b>R-</b> Realistic<br><b>T-</b> Within a Timeframe<br><br>T.O. speaks to the level of performance you want to achieve<br><br>Determine T.O. by considering current baseline...or establish a baseline if one does not exist.<br><br>Baseline: Built by tracking an organization’s performance over time, generally for at least one year and provides an objective assessment of current level of performance. | 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.<br><br>PM can be written as #, %, or both. If %, numerator and denominator should be defined<br><br>Data Source(s) is stored data collected according to specific requirements that aim to ensure reliability and validity of the data. Examples include HCSIS, EIM, QA&I, IM4Q, Excel spreadsheet. | Monitoring is how often the data is collected (e.g., monthly)<br><br>Reporting is how often data is reported (e.g., quarterly) |

You aren't quite done yet, move on to the next page to finish your QMP.



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| QMP Continued, Action Plan                                                                                                                                          |                                                                                                                                                                                      |                                                                                                                                                                                                                                                  |                                                                                                                            |                                                                                                                                                                                                                   |
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| <b>Quality Improvement Team Members:</b>                                                                                                                            | Sarah M., Megan T., Jess A. and Sam Y.<br>This section is to list the members of your quality improvement team                                                                       |                                                                                                                                                                                                                                                  |                                                                                                                            |                                                                                                                                                                                                                   |
| Action Item                                                                                                                                                         | Responsible Person                                                                                                                                                                   | Target Date(s)                                                                                                                                                                                                                                   | Status                                                                                                                     | Actual Completion Date                                                                                                                                                                                            |
| 1. Develop community outreach/education plan for local businesses about CIE.                                                                                        | Employment Lead                                                                                                                                                                      | Planned Completion Date:<br><u>OR</u><br>Planned Start Date: 7/1/2025<br><u>AND</u> Frequency: Reassess Monthly                                                                                                                                  | On 7/1/2025 the QI team met to outline how the plan will look, by 7/15/25, the QI team will meet again to finalize format. | 8/15/25 the plan template has been completed and will be reviewed monthly for needed modifications.                                                                                                               |
| Action items must be connected to achievement of target objective(s)- use action verbs. Think “outside of the box,” this is about improvement not business as usual | Designate 1 responsible person most familiar with the operational function outlined (most often-but not always- a different person than is identified as the QMP Responsible person) | Complete this section as applicable to the action item. If the action item has one set planned completion date, enter that date or if the action item has a start date and re-occurs enter the frequency that the action item will be completed. | Complete this column (including dates) when progress occurs but is not yet complete.                                       | Completion dates are entered in this column when action items are complete. Remember: Effective QI teams meet frequently to discuss data and analysis, monitor progress of action items and determine next steps. |