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|  ASSESSMENT OF QUALITY OF SERVICES PROVIDED TO  PERSONS SERVED | NO. 92 |
|  POLICY:It is the policy of Winning Wheels, Inc. to provide a mechanism for reviewing the quality of the services and individual plans of the persons served. The reviews provide an opportunity for needed changes. This information is an integral part of the individual and program planning process.PROCEDURE:The system utilized to assess the quality of the services and the individual plans of the persons served is outlined as follows:A comprehensive system of quality assurance audits is conducted at least quarterly for persons served. The audits (samples attached) are completed by individual professional reviewers from the organization who are clinical personnel with experience in rehabilitation programs (e.g. the Director of Rehabilitation, Director of Nursing, Director of Clinical Services and Director of Medical Records). The reviews are conducted by individuals other than those who completed the work. The reviews determine, at a minimum, the following information:a. Key members of the IDT meet to discuss/evaluate persons served and the assessments of the persons served were thorough, timely and complete (Director of Medical Records and Director of Rehabilitation audit this area. includes a cross-reference of MDS and RAPS, timeliness of completion and accuracy/consistency).b. The goals and objectives were based on the assessments of the persons served. (Director of Rehabilitation and Director of Clinical Services audit this area by comparing program plans to assessments, diagnoses, etc.)c. The services provided related to the goals. (Director of Rehabilitation and Director of Nursing checks this via comparison of nursing progress notes, skin integrity documentation, lab work, diet and nutrition information, weights and vitals, physician orders, follow-up to consults, appliances, physician progress notes, etc. and Director of Clinical Services cross references clinical methodology with identified goal areas to assure services are appropriate, goal-related and- adequate therapeutic justification is present.)d. The services were provided for an appropriate duration and intensity. (Director of Rehabilitation reviews ADL Histories; Director of Nursing audits all nursing services for this criteria; Director of Clinical Services reviews care plans overall.) |
| Approved: | Effective Date: 10/95 | Revision Date: 7/07; 3/17 | Change No.: | Page: 1 of 2 |

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| e. The services produced the desired results in terms of the stated goals of the individual plans of the persons served. (audits address this area.)f. There were unexpected results / complications. (AR audits address this area.)g. The persons served have been actively involved in planning and making informed choices regarding their individual plans (Director of Medical Records assures that persons served and /or their representatives have been invited to participate in their care plan conferences, that they have had assistance in completing their care plan input sheets, and that they have reviewed and signed their respective care plans upon completion). |
| Approved: | Effective Date: 10/95 | Revision Date: 7/07; 3/17 | Change No.: | Page: 2 of 2 |