OPWDD Quality Improvement Plan (QIP) Template

This template is available for agencies to use as a resource. It is intended for use as an optional tool for agencies to use in developing quality improvement plans internally within their organization. It is not designed for use as an attestation of compliance related to DQI survey activities.

1. Cover Page/Table of Contents/list of Appendices

2. Introduction/Purpose of the QIP

a. Description of agency's mission and vision

b. Overview of organizational structure of agency and key aspects of agency programs and services

c. General policy statements reflecting core agency values on quality improvement and high-quality service delivery

3. Overview of Quality Improvement System

a. Description of the key roles and responsibilities of staff that support the agency's Continuous Quality Improvement Program

b. Identify who is accountable for which quality improvement functions and activities

c. Major QI priorities, processes, and activities supported by the agency

d. The role of the agency's quality improvement committee in supporting continuous quality improvement, if applicable

e. Overview of process for annual program and service evaluations

f. General timeline for reporting findings, remediating issues, and identifying quality improvement strategies

g. Describe training and supports provided to staff working on QI projects

h. Explain how leadership supports QI activities and the quality improvement program

4. Areas for Improvement (should align with agency's mission and vision)

a. Major findings of recent QI projects and annual program/service evaluations

b. Results of satisfaction surveys and stakeholder feedback as well as how feedback results in positive changes to agency goals and practices.

c. Explain how systemic quality improvement activities support and encourage attainment of personal outcomes and goals overall for individuals served by the agency

d. Identify any gaps in services or areas of concern

5. Goals and Objectives

a. List the goals and objectives of the Quality Improvement Program for the current year

b. Describe the quality tools and techniques utilized throughout the agency

c. Identify quality benchmarks and performance measures

d. Suggested modifications, systemic improvements, and changes to agency programs and services as a result of findings

6. Communication: How quality expectations and the QIP are communicated and discussed throughout the agency

a. How updates on progress are provided to staff, board of directors, and stakeholders on the QIP, training activities, and other QI initiatives

b. Communication about the quality improvement program and the QIP through newsletters, staff meetings, memos, posters, informal verbal communication, e-mail, etc. that has been distributed over the past year

7. Approval of the QIP

a. Describe how evaluation of the QIP will be done, when it will be done, who will be responsible for developing it, how the results will be documented and communicated; and who is responsible for reviewing and approving it

b. Describe how the QIP is evaluated annually for effectiveness by administration and the board of directors

c. Explain how revisions to QIP are made and how priorities and objectives are set for next year.

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