

OPTIONS, INC.

Quality Improvement Policy

(Minnesota Statutes, section 245B.07, subdivision 8, (3), (ii))

I. Policy

We will make every effort to assure our program is achieving its goals and the satisfaction of the people we serve. An annual program evaluation will measure the quality of our services and consumer satisfaction. The results of the program evaluation will be used to continually improve service quality.

II. Procedure

A. Quality Measures

1. Options will obtain input and feedback from the people we serve and their families or legal representatives, their residential programs and county case managers that will be relevant to our program goals. We will request this information through an annual survey of our stakeholders including the employers with whom we work.
2. We will identify performance standards for our program functions and goals that are measurable and observable through our annual priorities and will report on our progress toward these priorities on a quarterly basis. We will also report annually on our progress toward meeting our "Ends".
3. We will select the highest priority performance standards to be measured during the current evaluation period.
4. We will identify what data we need to collect, to measure our progress on meeting the performance standards, including:
 - a. existing data we collect
 - 1) for example, quarterly priority status report data, survey data, completion of staff training and orientation within the required timelines, staff turnover rates, number of incident reports, medication and other therapeutic errors in a given time period, safety data, etc.
 - b. existing data we can obtain from another source
 - 1) for example, rates of activities from other licensed programs from DHS or the Office of Ombudsman for Mental Health and Mental Retardation
 - c. data we can begin to collect
 - 1) results from future CARF surveys, training information from the College of Direct Supports.

B. Annual Consumer Satisfaction Survey

The survey results will be used to assess consumer satisfaction in the following areas:

- a. responsiveness of staff to ideas and concerns expressed;
- b. courteous and respectful treatment;
- c. communication of information;
- d. job satisfaction;
- e. overall satisfaction with program services; and
- f. other questions which might be of interest to the consumer.

C. Evaluation Methods

We will review and analyze all data we collect to determine if we are meeting our performance standards. Raw data collected will be reviewed, graphed, analyzed, and

summarized by a designated staff person(s). The original raw data sheets will be maintained by the program's main office. Survey results are reported in Options' Annual Report.

D. Quality Improvement Plan

Based on the evaluation a plan for improving the quality in areas where performance standards are not being met will be developed. The plan will include instructions on how the plan will be implemented, by whom, and within what timelines.

E. Quality Assurance/Evaluation Results Report

Per Minnesota Statutes, section 245B.07, subdivision 8, (3), (ii), the license holder must complete a quality assurance report on the evaluation results. The evaluation results report must be shared with the people receiving services and their legal representatives.

II. Ongoing Customer Service

A. Employees and management of the company will be available to respond to customer needs, questions or concerns at any time.

B. Staff will actively listen to the requests or opinions of consumers, family members, case managers and other agency personnel and respond or make recommendations in a professional and polite manner.

1. Staff will make and implement decisions regarding these requests or opinions as soon as possible according to their authority. If a staff person does not have authority to make the decision or change he or she will forward the request or concern to the supervisor/designee.

2. Staff will document all such contacts, verbal or otherwise, with consumers, family members, case managers and other agency personnel.

C. Staff will respond to all consumer complaints or complaints from the consumer's legally authorized representative according to the "Grievance Policy." Staff will resolve complaints from family members, case managers and other agency personnel according to their level of delegated authority or refer the issue to their supervisor.

Authorized by: _____
Executive Director

Date