

Big Bend Community Based Care Policy & Procedure

Series: 800: Performance and Quality Improvement

Policy Name: Child Welfare Quality Assurance Reviews

Policy Number: 815

Origination Date: 02/09/2009 (as part of OP 801)

Revised: Board Meeting of 12/13/2018

Referenced Documents:

800-815 x 1, Child Welfare Quality Management Plan

800-815 x 2, DCF Windows into Practice Guidance

Policy

Big Bend Community Based Care, Inc. (BBCBC), conducts ongoing quality reviews of child welfare practice related to safety, permanency and child well-being to assure continuous quality improvement.

Procedure

A. General Tenets.

1. Quality Assurance Reviews are implemented in accordance with BBCBC's approved *Child Welfare Quality Management Plan* as one of the agency's continuous quality improvement activities.
2. Quality Assurance Reviews are completed by BBCBC's certified Quality Assurance Specialists (QAS).
3. Review samples are generated using recognized sampling methodologies and/or in accordance with Department of Children and Families (DCF) requirements.
4. Requests for Action (RFAs) are generated to address administrative and safety concerns as described in the *Child Welfare Quality Management Plan*.

B. Types of Child Welfare Quality Assurance Reviews.

1. Windows into Practice Reviews.

- a. BBCBC conducts ongoing quality reviews of child welfare practice related to safety, permanency, and child well-being as required by DCF's most recent fiscal year *Windows into Practice* guidance document. Routine fiscal year reviews include:
 - i. **Rapid Safety Feedback Reviews:** for open, in-home services cases for children ages 0-4 years
 - ii. **Federal Child & Family Services Reviews (CFSR):** case record reviews and stakeholder interviews
 - iii. **Florida CQI Child and Family Service Reviews (FL CQI/CFSR):** case record reviews
 - iv. **Department Special/Discretionary Reviews:** completed as requested by DCF.

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- b. **Samples** – Sample size and parameters for Rapid Safety Feedback, Florida CQI/CFSR and Federal CFSR are determined annually by DCF and delineated in *Windows into Practice*.
 - c. **Review Tools** – The web-based review tools for Rapid Safety Feedback, Florida CQI/CFSR and Federal CFSR Reviews are determined by DCF and delineated in *Windows into Practice*.
 - d. **Feedback** – Feedback is provided to partner agencies as defined in *Windows into Practice* (via consultation with case managers and supervisors, provision and review of case-specific and aggregated results, exit meetings, etc.)
 - e. **Results and Continuous Quality Improvement** – Results of *Windows into Practice* reviews are child welfare systemic in nature and are thus used to inform the BBCBC/Northwest Region/Florida *CFSR Performance Improvement Plan*. This plan and its activities are implemented throughout the state at the region, agency and partner agency levels.
2. **Case Management & Adoptions Case Management Services Reviews.** Quality Assurance reviews are completed annually for BBCBC's primary subcontracted Partner Agencies (those responsible for providing case management and adoptions case management services) in addition to the agency's *Windows into Practice* reviews. All quality assurance reviews focus on Florida practice standards related to federal CFSR indicators and the specific requirements relevant to the service.
- a. **Schedule** – Partner agency Quality Assurance reviews are scheduled separate from *Windows into Practice* reviews and may be scheduled in conjunction with BBCBC's Contract Monitoring reviews when feasible. The proposed schedule for each fiscal year is developed early in the first quarter and is adjusted as necessary.
 - b. **Samples** – The targeted sample size for case management and adoptions case management reviews is approximately ten percent (10%) of the sub-contractor's service population or a minimum of ten (10) cases. Sample sizes may be adjusted based upon the Annual Risk Assessment results, performance data, or other identified concerns. Each partner agency sample is randomly selected and stratified by relevant service categories to assure a diverse mix of records for review. Individual records are randomly selected for review within each stratum (if applicable).
 - c. **Review Tools** – Programmatic reviews are completed by the QM Team using quality tools designed to address components specific to the service type under review and are reviewed, updated and tested as needed based upon changes to statute, administrative code, or operating policies.
 - d. **Feedback** – Feedback is provided to partner agencies via consultation with case managers and supervisors, provision and review of case-specific and aggregated results, exit meetings, etc.
 - e. **Reporting** – Results data are analyzed by provider and in aggregate to assess quality of practice and achievement of expected standards. Review results are provided to the partner agency and to BBCBC's Executive Leadership, Contracts Administration Unit, and applicable Circuit Operations Managers, Directors, and Specialists/Subject Matter Experts as appropriate.
 - f. **Continuous Quality Improvement** – When indicated, partner agencies are required to submit a Corrective Action or Performance Improvement Plan (CAP or PIP) to the Contracts Administration and Quality Management units to address specific *Opportunities for Improvement (OFIs)* identified in program/service practice. These plans:

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- i. Document how the partner agency will address OFIs. OFIs are generally defined as standards performing at less than eighty percent (80%) achievement.¹
- ii. Include submitting periodic status updates to assure continuous quality improvement.
- g. OFIs identified by external (state level) monitoring reviews may be incorporated into these partner agency CAPs/PIPs.
- h. Partner agencies required to submit a CAP/PIP may be revisited by BBCBC to verify evidence of implementation and effectiveness of corrective actions.

3. Agency Special/Discretionary Reviews.

- a. **Special Reviews.** Special Reviews are completed as requested by BBCBC's Executive Leadership and/or Management Team. BBCBC special reviews are completed as needs are identified due to practice-related complaints or concerns and in any transition of services from one contracted provider to another.
- b. **Discretionary Reviews.** Discretionary Reviews are scheduled based upon OFIs identified by the agency's ongoing CQI activities. Discretionary reviews are subject to change due to new or changes in agency priorities.

¹ Standards that reflect the responsibilities of other system stakeholders (e.g., CPIs, CLS, Judges, a different partner agency, etc.) and score less than 80% achievement may be excluded from CAP/PIP requirements for the partner agency being reviewed. * These systemic OFIs are used to inform the agency/Northwest Region CFSR Performance Improvement Plan. (See BBCBC's Child Welfare Quality Management Plan, Section B.1.b.).