



Creating and supporting organizational quality: The impact of software supported Quality Management

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Dr. Gertrude A. Barber
National Institute
Making dreams come true

Quality is all around you. . .



A Matter of Quality

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Quality Assurance Center, Inc.

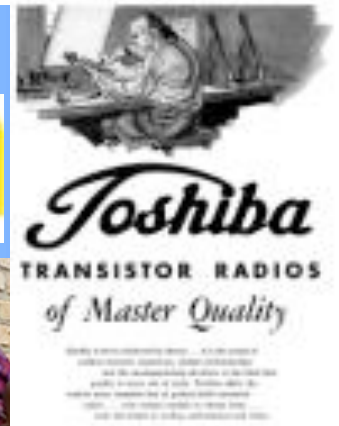


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QUALITY IS JOB 1™



Institute



Which Pattern of Quality do You Have?

“Quality is the result of a carefully constructed cultural environment. It has to be the fabric of the organization, not part of the fabric.”

~ Philip Crosby



Quality Management: What's It All About?

QUALITY MANAGEMENT is a planned, systematic and organization-wide approach toward data collection, analysis, performance measurement and continuous improvement.

In order to be effective, **QUALITY must** span all functions, all people, all services, and all activities **must** have a common focus on improvement.

*PA Department of Public Welfare
Office Of Mental Retardation (2004) Quality Framework*



Quality Management: What's It All About?

*Everyday
Lives*
Making It Happen


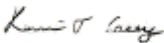
Pennsylvania Department of Public Welfare
Office of Mental Retardation

PA Department of Public Welfare - Office Of Mental Retardation (2001)

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Quality Management: What's It All About?

	MENTAL RETARDATION BULLETIN		
	COMMONWEALTH OF PENNSYLVANIA · DEPARTMENT OF PUBLIC WELFARE		
DATE OF ISSUE JUNE 13, 2003	EFFECTIVE DATE Immediately	NUMBER 00-03-05	
SUBJECT: Principles for the Mental Retardation System	BY:  Kevin T. Casey Deputy Secretary for Mental Retardation		

Principles of the Mental Retardation Service System:

The values, articulated as principles in *Everyday Lives: Making it Happen*, set the direction for the service system. They provide standards for policy development, service design and decision-making. They articulate the outcomes in person-centered terms that our system should achieve and they are a guide for personal action.

Principle #1: Choice – in all aspects of life including the services people receive, who provides supports, where to live and with whom, where to work, recreation and leisure activities, vacations, planning individualized day activities, and having support provided at home.

Principle #2: Control – over a person's life including relationships, budgets and how money is spent, supports and services they receive, medical issues and planning.

PA Department of Public Welfare - Office Of Mental Retardation (2003)



Quality Management: What's It All About?

THE CORE VALUES OF THE MENTAL RETARDATION SYSTEM

Choice

Control

Quality

Stability

Safety

Individuality

Accountability

Mentoring

Collaboration

Community Integration

Success

Relationships

Freedom

Contributing to the Community

***PA Department of Public Welfare
Office Of Mental Retardation (2004) Quality Framework***

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TOTAL: Quality Implementation

Our Agency Goals

As Established By John J. Barber, President & CEO

The Dr. Gertrude A. Barber National Institute strives to provide services that are needed and are meaningful to the individual.

The Dr. Gertrude A. Barber National Institute endeavors to promote services that are available locally, regionally and at an elite national level whose quality exemplifies excellence.

The Dr. Gertrude A. Barber National Institute enterprises to render the highest quality of services that are economically viable and effective.



TOTAL: Quality Implementation

Seven Performance Outcomes

- Communication** → We will provide effective, relevant and timely communication for individuals, families, employees and the community-at-large.
- Community Inclusion** → We will encourage individual involvement within the community and promote community awareness of our services.
- Compliance** → We will be compliant with all applicable local, state and federal regulations.
- Family Involvement** → We will make supports available and encourage family involvement whenever appropriate.
- Health & Safety** → We will foster a healthy, safe and secure environment.
- Individual Independence** → We will develop and implement activities and/or systems that promote individual independence.
- Satisfaction** → We will advocate for the highest level of customer satisfaction.



TOTAL: Quality Implementation

Developing Performance Measures

- Performance Measures are long-term, measurable objectives on which the Service must report their progress
- Each Service develops their own Performance Measures for each Outcome assigned to it
- Trainers challenge each Service to come up with the best Performance Measure
- Measures are continually evaluated for validity and relevance



TOTAL: Quality Implementation

Making Observations and an Action Plan

- Should a Service not meet its Criteria for the Performance Measure, it must develop a **Corrective Action** to remedy the situation
- The Service will then **Follow Up** to that Action Plan to determine whether the original problem has been “fixed”
- This provides the Manager and Director of the Service with **the data as well as a detailed account of any action taken to improve performance**



TOTAL: Quality Results

**Mission
Focused**

**Launch Organizational
Goals**

**Establishing
Visions**

**Creating
Cultural
Change**

**Analysis of
Organizational
Process**

**Developing
Corporate Values**

**Assessing System
Cohesion**