**FFT QA/QI**

Washington State Project

An integrative model for working with at risk adolescents and their families

Jeff Patnode, FFT Quality Assurance Manager
Washington State’s Juvenile Rehabilitation Administration

Washington State Functional Family Therapy Project

---

**EBP’s, How did we get here?**

- 1997 - CJAA established, evidence based practices funding for local juvenile courts
- 1998 - Review of EBP literature and selection of interventions

  FFT
  ART
  MST
  Coordination of Services

---

**1999 Court Implementation**

- CJAA Advisory Committee
- Contracted expert consultants
- Risk assessment eligibility criteria
- Menu of interventions

---

**Outcome Evaluations**

- Legislatively required evaluation, WSIPP
- August 2002 interim outcome evaluation completed
- Competent delivery vs. not competent highlighted QA/QI process importance
- $7.50 of cost benefit
  - 30% recidivism reduction

---

**2004 Final Evaluation**

- 18 month recidivism data
  - Competent delivery equals $10.69 C/B
- Up to 38% reduction in recidivism for highly competent therapist
- Resulted in current QA/QI process creation

---

**FFT Results**

![FFT Results Chart](https://via.placeholder.com/150)

- 18-Month Recidivism Percentage
- Control Group (N=313)
- 25 Individual Therapists (N=347)
- Four Therapist Groups

---

©FFTinc developed by Tom Sexton, Ph. D & Jim Alexander, Ph. D.

---
QA/QI Plan Components
Implementation Elements

- Statewide QA/QI plan created and endorsed by the project steering committee and implemented in July 2003.
- Plan authored by model developer and FFT Inc.
- Local provider contracts with FFT funding amended to reflect agreement to follow the State plan.
- Global Therapist Ratings (GTRs) implemented for quarterly utilization, providing concrete model focused feedback for therapist.

Performance Improvement Processes

- 90 day Informal Improvement Plan (IIP)
  Agreed upon goals and objectives between the therapist and consultant (initiated if therapist does not reach a GTR of “Well” after completion of year one training).
- 6 month Formal Improvement Plan (FIP)
  Feedback provided to the therapist and immediate supervisor on a scheduled basis (specified in State plan). Formal written plan with specific action steps and associated timelines (initiated if therapist does not complete goals for IIP and reach a rating of “Well” on their GTR).

Core Plan Elements

- Fulltime QA/QI person with training and expertise in both FFT and juvenile justice program administration.

- Therapist selection, training, and feedback processes:
  - FFT specific interview questions and selection panel experts
  - One year training period (3 day Initial Clinical training plus 3, two day phase specific follow-ups 90 days apart.
  - Weekly clinical consultation with FFT Clinical Consultant
  - Quarterly (90-120 days) Global Therapist Assessment completed with each therapist.
  - Therapist receives an adherence rating and competence rating, receiving feedback and setting goals for upcoming review period.

Common Improvement Plan Elements

- Timely Client Service System utilization with clinical responsiveness.
- Additional individual consultation.
- Clinical Training Manual review.
- One year required trainings review.
- Session audio tape reviews by consultant with feedback session.

Therapist Improvement Plan Summary

- Formal Improvement Plans
- Informal Improvement Plans
- Unsuccessful Formal Improvement Plans
- Self Selected Out

Post QA/QI Implementation Client Completion Rates

- Statewide Average Completion Rates

QA/QI Plan Components
Implementation Elements

- Statewide QA/QI plan created and endorsed by the project steering committee and implemented in July 2003.
- Plan authored by model developer and FFT Inc.
- Local provider contracts with FFT funding amended to reflect agreement to follow the State plan.
- Global Therapist Ratings (GTRs) implemented for quarterly utilization, providing concrete model focused feedback for therapist.
Contact Information

- Jeff Patnode, FFT QA Program Administrator
  Juvenile Rehabilitation Administration
  PO Box 45720
  Olympia WA 98504-5720
- Phone: 360-902-8406
- Email: patnoja@dshs.wa.gov