



State of Connecticut Department of Developmental Services

DDS

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Guidelines & Tips to Develop a Continuous Quality Improvement Plan (CQIP) for Qualified Providers ***Department of Developmental Services*** ***October 2023***

Guidelines

- As part of the annual reviews with Qualified Provider agencies, providers must develop a continuous quality improvement plan that identifies areas of improvement or enhancement. These areas must be articulated as goals, action steps and the associated proposed outcomes.
- All Qualified Providers are required to include one goal to address all annual DDS requirements. Requirements include the following:
 - Cultural competency
 - Employment first
 - Staff trainings including Abuse and neglect prevention
 - Final Settings compliance

<https://portal.ct.gov/DDS/OperationsCenter/Providers/CMS-Final-Settings-Information>
- As part of your agency's goal development, identify the areas that need improvement or enhancement in your agency. Base this selection on the data you have collected internally as well as data provided through DDS. By reviewing all of these different points of data, you as an agency will be able to identify priority trends or themes that may lend themselves to an improvement goal. Data may include but is not limited to:
 - self-assessment
 - individual satisfaction surveys
 - site visit feedback
 - quality service reviews/licensing reviews
 - Abuse and Neglect investigation recommendations
- Define the improvement area carefully to make sure there are defined steps for action. Spend some time talking about what outcome you would like to see if this area is successfully addressed. Be specific about steps that will be needed to achieve the stated goal, who is responsible for meeting the goal and what are the timelines for completion.

Tips

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- Involve stakeholders in the process of analyzing causes and helping develop improvement strategies for your agency. Individuals, families, and direct support staff can all bring ideas and helpful suggestions to the table and should be considered in the improvement plans for providers.
- Make sure to also collect and analyze data on your current level of performance in all areas under review. Decisions and goals should be based upon data not on impressions or assumptions.
- Make sure to do a root cause analysis of the situation so you are not just addressing the obvious symptoms of the issue. Rushing to a solution without understanding all of the possible causes may hinder creativity and effective problem solving.
- Take a holistic view. Address issues systemically to avoid issues in the future or in the other programs within your agency.
- Identify specific, measurable goals and time frames to conduct regular reviews of the data that being collected. Do not be afraid to change strategies mid-process if there is no measured improvement.
- Publicize and discuss the areas of improvement so all members of the organization are aware of the agency's goals.
- Once success has been achieved, spend some time making sure that his change has been incorporated into the way the agency does business moving forward. Otherwise, the improvements may prove to be temporary and the same problems make arise in the future.
- Ensure that your goals support improved person-centered outcomes for the individuals that you support and are delivered in a culturally sensitive manner.
- Ensure that you plan includes goals that assist individuals move on a career path toward individual employment