

ATTACHMENT K

Quality Assurance Policies RFP 2016

- The Healthy Families Indiana (HFI) Quality Assurance contractor works in conjunction with the Quality Assurance (QA) Committee, the HFI Leadership Committee, appointed DCS personnel, and the HFI Technical Assistance (TA) contractor.
- All HFI sites are required to participate in an annual on-site quality assurance review, which mirrors the HFA process may include the interview paradigm and pre-site surveys, in order to monitor adherence to HFA accreditation standards and compliance with HFI policies and contracts. Interview paradigm will be used to gather further evidence of adherence if not found in pre-site submissions for the following standards: 6-1.B, 6-1.C, 6-2.B, 6-2.C, 6-3.C, 12-2.B, 12-2.C, 12-3.B, 12-4.B. In the following year, 2017, QA will use full interview paradigm and pre-site surveys to find evidence to meet Best Practice Standards.
- Annual Site Visits will include shadowing of a home visit or supervision to be used to provide TA.
- All HFI QA site visits will result in an on-site report, as well as written follow-up to the program manager, CEO, appointed DCS personnel, and the HFI Technical Assistance contractor within 6 weeks.
- The HFI Quality Assurance contractor may be asked by the site or the appointed DCS personnel to make additional QA site visits based on site requests, as follow-up to previous visits, as follow-up to issues brought to the attention of the appointed DCS personnel, or based on the HFI Level System (see attached).
- The Level System is established by the QA committee. Levels determine the site's response to non-adherence with HFA Best Practice Standards and determine the amount of oversight the HFI system will provide to the site.
- Levels are determined by adherence to HFA standards.
- All QA activities will be conducted by qualified staff that are not affiliated with the site or may have a conflict of interest. If conflict of interest arises Grievance Procedure will be used.
- All QA staff will maintain confidentiality on information used for reporting and funding purposes, unless the information is held in the public domain. Quarterly database reports of compliance will be reported to the QA Committee for analysis.
- Quarterly reports of all HFI QA/TA activities will be submitted to the appointed DCS personnel and to the QA Committee.
- All on-site review documents will be kept with the QA and TA Contractor, with a copy of all reports sent electronically to the appointed DCS personnel and the specific HFI site.
- Sites will be offered an appropriate annual site visit based on the leveling system. Sites that were on Compliance level after their 1st visit the previous year will have 1 file per worker reviewed. If that file is not adherent then an additional file will be reviewed. Sites that were not on Compliance level after their 1st visit the previous year, will have 10% or 2 files per worker reviewed – whichever is greater. In order to prep for Accreditation in 2018, all site visits will have all Best Practice Standards (BPS) reviewed in 2017.

- QA contractor will send a pre-site visit confirmation letter/email outlining HFI Site Visit BPS and contract compliance review guidelines form.