Embedding Quality

# Slide 1

## Embedding Quality

# National Disability Services Logo

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## Embedding Quality

* Maintain/progress your CQI momentum
* Reputation and market forces with NDIS
* Maximise safety and outcomes for participants
* Build and embed a quality culture

# Photo of Jenny Klause

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## Content

* Characteristics of a quality organisation
* Quality maturity
* Fine tuning your quality management system
* Continual improvement tools
* Engaging frontline staff

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## What does a quality organisation look like?

* **Commitment to quality** from the board down
* Clear focus on **participant outcomes**
* Ongoing **review, feedback and evaluation** of all activities
* **Organisational learning culture** that strives for both continual improvement and innovation
* **Responsive and flexible** to changing participant needs
* High levels of **employee engagement and empowerment** to identify problems and opportunities for improvements

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## Participant view. What makes a quality service?

* Individual needs are met
* Views on how their needs will be met are included
* Feel respected, treated fairly and with dignity
* Safe and comfortable environment
* Privacy is maintained
* Confidence in the skills & experience of the staff
* Responsive to any concerns raised

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## Quality Spectrum

**Immature vs Mature**

Immature: Activity is about meeting the NDIS Practice Standards and achieving re-registration

Mature: Quality is part of the organisation’s strategic vision and the vehicle to create great Person Centred Outcomes

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## Maturity Levels

* **Informal**

Driven by lone ‘champions’ with an interest in improvement and staff ‘trying harder’

* **Compliance**

Focus on compliance with minimum requirements

* **Reactive**

Focus on risk management and improved safety

* **Proactive Improvement**

Quality system is a key component of governance system

* **Strategic**

A quality plan drives a quality consumer experience

Balding C. The Strategic Quality Manager Handbook. Arcade Custom Publishers, 2011. [Link to Cathy Balding website](http://www.cathybalding.com/).

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## Benefits of implementing a Quality Management System

* + To ensure improvements occur
  + Promotes CQI in supports delivered
  + Enhances reputation and community confidence
  + Consistency in service delivery
  + Organisational and staff accountability
  + Recruit and retain good quality staff

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## Common approaches to embedding quality

* CQI (Plan do check act) cycle
* Use of measurement and improvement tools and techniques
* Commitment to achieving positive outcomes for participants
* Engage frontline staff in CQI

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## Fine tuning your quality management system

What is a quality management system?

A systemic organization wide program of planning, leadership, change, measurement, evaluation and action that achieves and maintains the organisations vision of positive outcomes for individuals.

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## System elements

Does your system do what you want it to?

Are there any gaps?

How would you close these gaps?

* Designated
* Integrated
* Communicated
* Evaluated
* Documented

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## Organisational Quality Systems and Continual improvement tools

* Routine data collection
* Recommendations from external review
* Complaints/feedback
* Incident investigation
* Performance indicators
* Strategic Goals vs practice
* Standards/policy vs practice

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## Organisational Quality Systems and Continual improvement tools continued

* Team meetings /brainstorming
* Sharing stories, listening and observation
* Develop ideas for improving/solving issue
* Internal audits, which provide assessment of how well organisational practices align with or systems, processes and objectives-critical tools to ensure consistent and quality service delivery
* Risk management plans

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## Responsibilities that embed quality and deliver great outcomes for participants

* **Quality manager**
* **Board**
* **Managers**
* **Front line workers**
* **Provides support to drive the creation and delivery** of great outcomes
* **Provide plans structures, systems and resources to lead and support** great outcomes
* **Translate, implement and evaluate plans systems and structures** to support great outcomes
* **Deliver, evaluate and improve outcomes** to maximise the great participant experience

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## Optimal characteristics of people in these roles to maximise outcomes for participants

* Created by staff who are:
* Supported by managers and directors who are:
* Led by executive team members who are:
* Supported by quality staff

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## Role of frontline staff

* See the person as an individual
* Understand:
  + person’s history and what matters to the person now
  + how the person wants to be supported
  + how the person communicates
  + how the person makes decisions
* Act on what the person is telling them
* Support the person in their relationships
* Support the person to be part of their community
* Work towards outcomes for the person

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## Examples of frontline staff empowerment

* Encourage their initiative
* Recognition and acknowledgement
* Foster ideas for improvement
* Strong teamwork
* CQI is an agenda item
* Modelling from supervisors
* Create a shared focus on and commitment to ‘+’ outcomes
* Part of job description and performance review

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## Innovation

* The application of **better solutions that meet new requirements,** undefined needs, or existing market needs.
* Differs from improvement in that innovation refers to the notion of doing something differently rather than doing the same thing better

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## Resources

[NDS NDIS Quality and Safeguards Resources](http://www.nds.org.au/item/ndis-quality-and-safe-guards-resources)

[NDS Quality Portal](http://www.nds.org.au/resources/nds-quality-portal)

[NDS Zero Tolerance Resources](http://www.nds.org.au/resources/zero-tolerance)

[Quality and Safeguards in the NDIS Provider Guide](Quality_and_Safeguards_in_the_NDIS-guide-Accessible.docx)

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