

**Lead Agency:** County Human Services

**Program Contact:** Susan Myers

**Program Offer Type:** Administration

**Related Programs:**

**Program Characteristics:**

### Executive Summary

DCHS proposes the creation of a department-wide Quality Improvement (QI) Program with the addition of one position totaling \$100,000. This position will develop standards, monitor compliance with state and federal regulations and program requirements, and ensure quality of service through setting department benchmarks, conducting performance evaluations, researching best practices and identifying opportunities for efficiency and systems improvement.

The Quality Improvement Program will shape the department's implementation of the Equity Lens in business systems and contract development and planning.

### Program Description

Ongoing quality improvement is a critical function to ensure the appropriate stewardship of funds, compliance with regulations and ultimately client safety and well-being. The addition of a department-level Quality Improvement position would allow for the creation of department-wide standards and assist divisions in ensuring continuous systems improvement.

A responsive organization must ensure that decisions and care are based on data and evidence-based practices. DCHS currently lacks the resources to conduct a department-wide view to streamline service delivery and ensure consistent standards of quality. The QI program would measure outcomes and ensure fiscal accountability through ongoing program evaluations and data-driven decision making.

### Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY11-12)	Current Year Purchased (FY12-13)	Current Year Estimate (FY12-13)	Next Year Offer (FY13-14)
Output	Number of internal quality assurance reviews completed	0	0	0	3
Outcome	Systems reviewed will implement clear action plans to address quality issues	0.0%	0.0%	0.0%	100.0%

### Performance Measure - Description

**Legal/Contractual Obligation****Revenue/Expense Detail**

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	2013	2013	2014	2014
Personnel	\$0	\$0	\$99,474	\$0
Materials & Supplies	\$0	\$0	\$526	\$0
<b>Total GF/non-GF:</b>	<b>\$0</b>	<b>\$0</b>	<b>\$100,000</b>	<b>\$0</b>
<b>Program Total:</b>	<b>\$0</b>		<b>\$100,000</b>	
Program FTE	0.00	0.00	1.00	0.00
<b>Program Revenues</b>				
Fees, Permits & Charges	\$0	\$0	\$100,000	\$0
<b>Total Revenue:</b>	<b>\$0</b>	<b>\$0</b>	<b>\$100,000</b>	<b>\$0</b>

**Explanation of Revenues**

\$100,000 - County General Fund

**Significant Program Changes**

**Last year this program was:**

New program offer.