How Data and Quality Assurance Can Enhance the Effectiveness of APS Programs
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Part II

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Workshop Faculty

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Workshop Overview

Objectives

- Review the importance data and quality assurance in improving APS programs.

- Understand how data can be used to manage APS programs and learn best practices in the use of data.

- Understand how quality assurance activities can be used to improve APS programs and learn best practices in quality assurance.

Outline

Part 1
- What is QA
- The APS QA Hierarchy
- The Benefits of QA
- Panel response

Part 2
- The role of data in QA
- Panel response
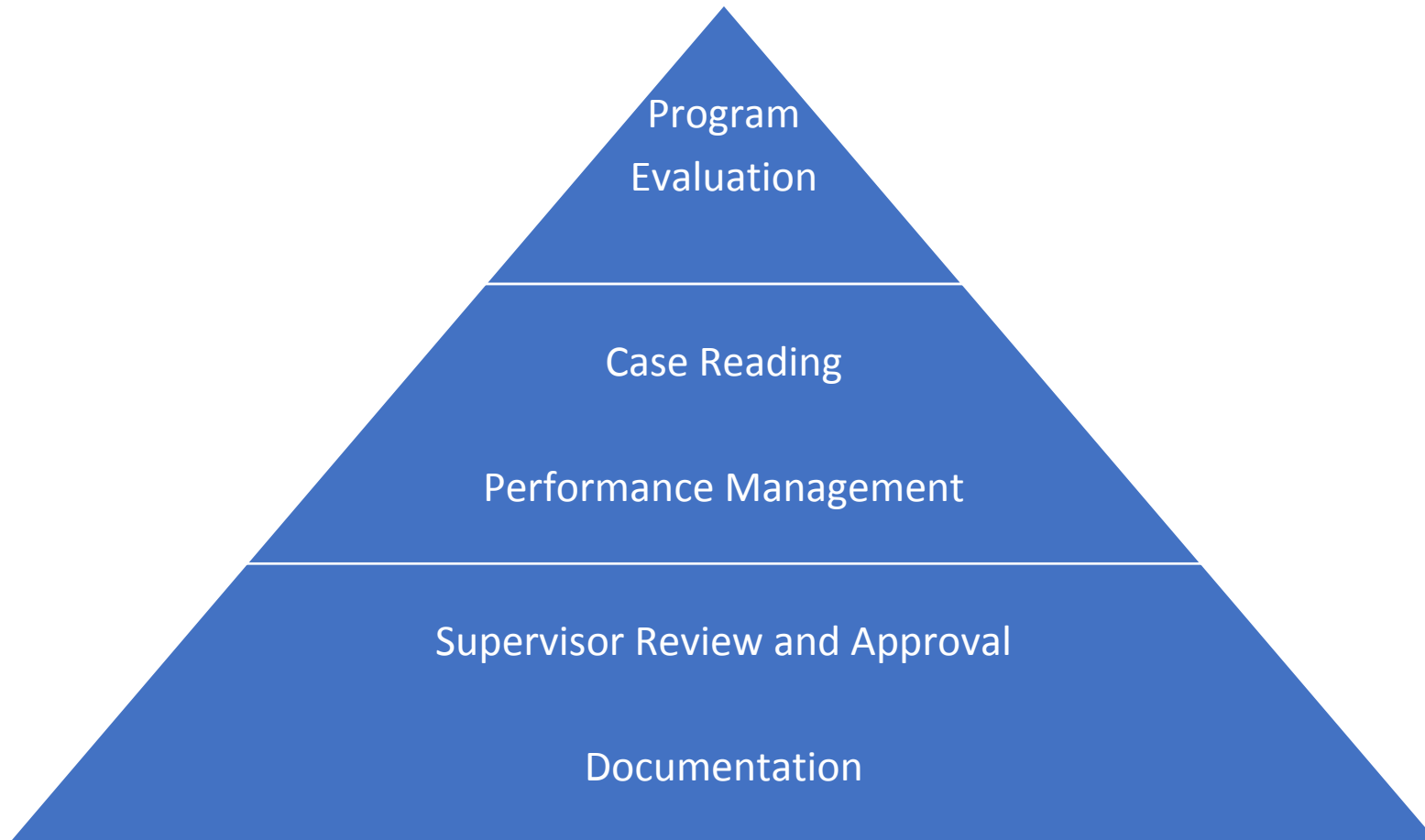- Audience response

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What is Quality Assurance?

A widely accepted management function that is intended to ensure that services provided to consumers meet agreed upon standards. Standards come from professional organizations, evidence-based practices, and public policies that specify outcomes for consumers
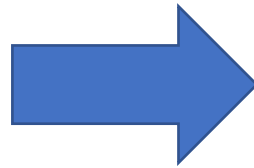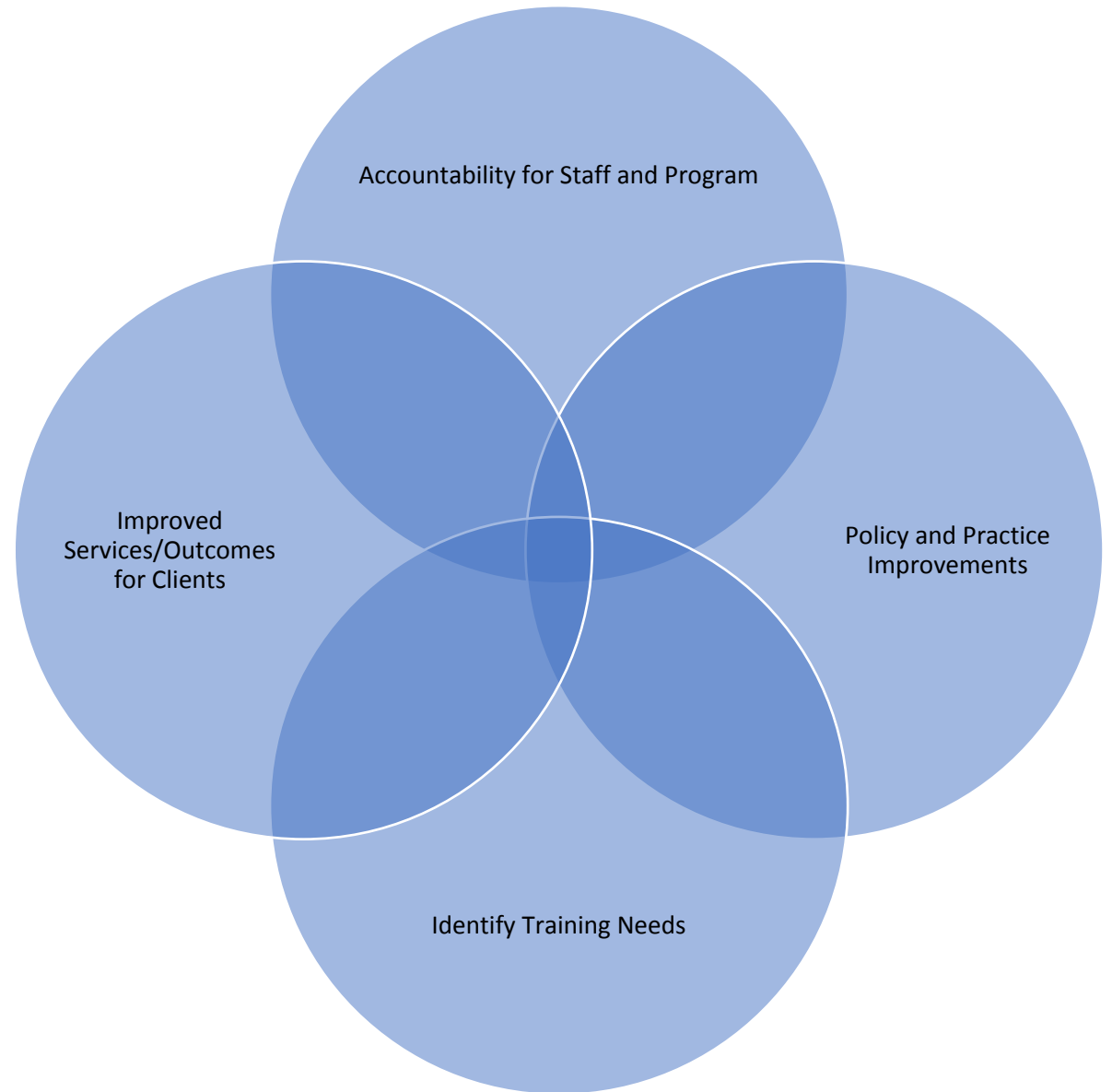
- It is a **management function:** QA requires oversight, direction, and use by management to be effective.
- It is **consumer-focused**: ultimately, the purpose is to improve the quality and outcomes of services.
- It is focused on **defined expectations for performance**: expectations should be derived from program policy.

The Hierarchy of APS QA Needs

Program Evaluation

Case Reading

Performance Management

Supervisor Review and Approval

Documentation

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Benefits of QA

Accountability for Staff and Program

Improved Services/Outcomes for Clients

Policy and Practice Improvements

Identify Training Needs

Why Data Is Necessary for QA

Because….

- You can't read that many cases
- Supervisor's individual assessment is subject to bias
- You have to measure what you want to improve to incentivize changed behavior and to know if you actually improved it

To….

- Assess the system not the pieces
- Determine the right questions
- Target areas for focused review
- Complement case review information to get complete picture

| QA Approach	Data Use Considerations
Documentation	No documentation, no data
Supervisor Review	Generally not structured in a way to capture data. Nevada and MA DPPC use a structured approach focused on key criteria that captures data.
Case Reading	Peer review case review is not data focused but "soft" feedback focused Independent case review should produce data for program improvement by: • Determining key program standards • Measuring compliance with those standards by scoring cases of as representative a sample as possible at whatever unit of analysis (from worker to program as a whole) you choose • Providing feedback into program improvement processes (employee evaluation, program evaluation, policy and training updates)
Performance Management	Based on collection of casework data on a systemic basis. Requires case management system that collects more than case note information. Have to decide: • What are key policy and practice areas that we want to measure and can we measure them? • What are key client outcome that we want to measure and can we measure them? • Who has access to and uses the data? What is the feedback loop for program improvement?
Program Evaluation	Relies on data gathered from any source Often will collect additional data May conduct more sophisticated statistical analysis of data

Panelist Discussion Time

1. Describe how you use data in your QA program

2. Provide an actual example how data was used to improve your program

3. What one thing do you think is the key to successful use of data in a QA program?

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Your Turn: What Questions Do You Have for Us?

Raise your hand if you want to ask verbally or type your question in the chat box

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Successful Use of Data Requires Users
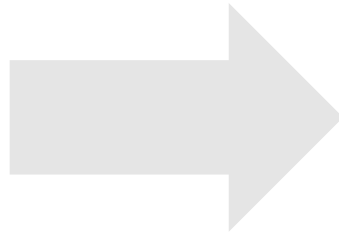
1. Quality data
2. System for collecting, using, and validating the data
3. Access to the data
4. Integrity of the data

What are the limitations in use of APS data?

Difficulty measuring outcomes → Nebulous change attribution → Expensive to collect

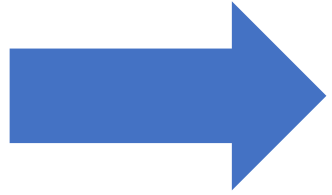**Data must be accurate and reliable** → Is documentation accurate? → Is sample size sufficient?

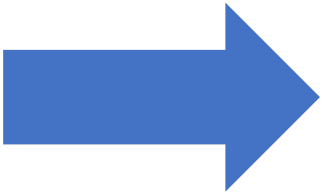**Don't misuse the data** → "All management cares about is the numbers" → Perceived as punitive, not constructive → It's easy to miss the forest because of the trees
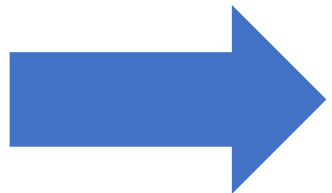
The pros and cons of managing by data

Data is a means, not the ends, to improving outcomes for clients

Data helps you to ask the right questions, but rarely provides definitive answers on how to improve performance

The rewards are worth the effort, but pay attention to potential unintended consequences

APS TARC Workshops for Improving Program Effectiveness

- Using System's Thinking to Improve Your APS Program

- Using Data to Improve Your APS Program

- Use QA to Improve Your APS Program

- See other Toolkits for other potential workshop ideas

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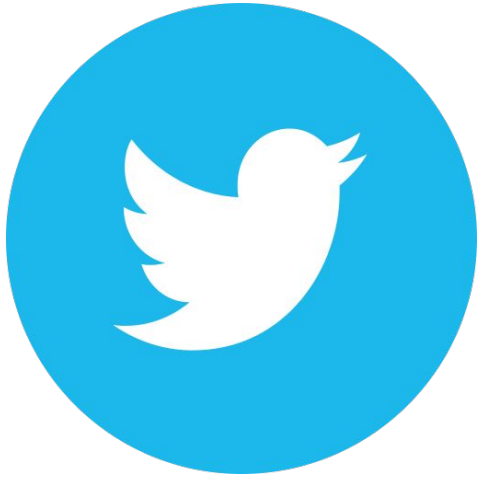
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