

# Quality Service Review

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Do you want to provide optimal care for your clients? Are there ways to improve client care or the way your agency functions?

We are interested in what you think!

Share your experience through Quality Service Review.

## Quality Service Review IS

- A neutral third-party case-based appraisal of frontline practice and quality of services
- A tool for organizational learning and development purposes
- A collaborative, strengths-based process to assist human services agencies in improving their results

## Quality Service Review IS NOT

- An audit
- An attempt to find things that are wrong or absent.
- An effort "to get someone"

## Benefits of Quality Service Review

- Agency strengths and opportunities for improvement are revealed.
- Providers receive feedback in developing next steps that build on strengths and address challenges.
- Results help leaders in improving the quality of practice.

## Steps

### For agency personnel

- Identify participants to be interviewed and the members of their team to be interviewed.
- Get release of information signed and schedule interviews.
- Participate in an interview.

### For the review team

- Review of files and important documentation
- Interviews with the person and their team which can include family members, frontline caseworkers and supervisor, service providers including educational, mental health, substance abuse treatment, mentors, CASAs), foster parents and care providers, and legal representatives.
- QSR team processes information and presents the results to the agency.



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