

Quality Service Review

What's working best for you right now? Is there something that is not working?
Is there a service that you feel would be helpful? We are interested in what you think!
Participate in the Quality Service Review to share your story.

Quality Service Review IS

- A neutral review of the agency working with the person
- A tool for the agency to learn how to better support their clients
- A way to find out what you think
- Confidential

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. These build on strengths and address challenges.
- Results help leaders in improving the quality of practice.

Steps

For the person

- Identify team members to be interviewed and sign the release of information.
- 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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