

Work Book

Work Book

Improving the Quality of Home and Community
Based Services and Supports

AUGUST 2003



**Centers for Medicare & Medicaid Services
Center for Medicaid and State Operations**



**Prepared by
The Edmund S. Muskie School of Public Service**
under CMS Order Number CMS-01-00328

WORKSHEET 1.1

QI Team

**CHAIRPERSON:
POSITION:**

Name	Position	Department
QI TEAM (e.g. staff from HCBC Program Units and other Departments)		
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
INTERNAL RESOURCES/ADVISORS		
1.		
2.		
3.		
4.		
5.		
EXPERT ADVISORS/CONTRACTORS		
1.		
2.		
3.		
4.		
5.		

Prepared by: _____ **Date:** _____

WORKSHEET 1.2

QI Committee

CHAIRPERSON:

POSITION:

QI COMMITTEE MISSION STATEMENT (include populations, scope, etc.)

Name	Position	Department/Organization
MEMBERS OF QI COMMITTEE (e.g. staff from HCBC Program Unit and other Departments)		
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
11.		
12.		
13.		
14.		
15.		
INTERNAL RESOURCES/ADVISORS		
1.		
2.		
EXPERT ADVISORS/CONTRACTORS		
1.		
2.		

Prepared by: _____

Date: _____

WORKSHEET 2.1

Preliminary Assessment

DOMAIN	AREA OF CONCERN	DATA SOURCE	COMMENT
Quality of Life	•	•	•
Functional Independence	•	•	•
Health and Wellness	•	•	•
Other	•	•	•

Prepared by: _____

Date: _____

WORKSHEET 3.1 **QI Priority Selection**

DOMAIN	AREA OF CONCERN	CRITERIA FOR SELECTION*	NUMBER OF VOTES
Quality of Life	•	•	
Functional Independence	•	•	
Health and Wellness	•	•	
Other	•	•	

*Criteria for selection of quality improvement priorities include: high prevalence, high relevance, high impact, available guidance, high probability of success, low cost, project duration and measurable.

Prepared by: _____ **Date:** _____

WORKSHEET 3.2

QI Project Work Group

CHAIRPERSON:
POSITION:

Name	Position	Department
QI WORK GROUP (e.g. staff from HCBC Program Units and other Departments, providers in County ABC, others)		
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
11.		
12.		
INTERNAL RESOURCES/ADVISORS		
1.		
2.		
3.		
4.		
EXPERT ADVISORS/CONTRACTORS		
1.		
2.		
3.		
4.		

Prepared by: _____ Date: _____

WORKSHEET 4.1

Barriers, Activities, Outcomes

PROJECT TITLE:

BARRIERS	LEVEL OF RESPONSIBILITY	ACTIVITIES	SYSTEM OUTCOMES
		•	
		•	
		•	
		•	
		•	

Prepared by: _____

Date: _____

WORKSHEET 5.1

Consumer Outcomes, Measures and Data Sources

PROJECT TITLE:

CONSUMER OUTCOMES	MEASURES	DATA SOURCES	BENCHMARK
1.	•		
2.	•		
3.	•		
4.	•		
5.	•		

Prepared by: _____

Date: _____

WORKSHEET 5.2

System Outcomes, Measures and Data Sources

PROJECT TITLE:

SYSTEM OUTCOMES	MEASURES	DATA SOURCES	BENCHMARK
1.	•		
2.	•		
3.	•		
4.	•		
5.	•		

Prepared by: _____

Date: _____

WORKSHEET 5.3

Construct Consumer Outcome Measures

PROJECT TITLE:

POPULATION:

CONSUMER OUTCOME MEASURES	DEFINITION OF MEASURES	DATA SOURCE	SAMPLE
	Numerator: Denominator:		
	Numerator: Denominator:		
	Numerator: Denominator:		
	Numerator: Denominator:		
	Numerator: Denominator:		

Prepared by: _____

Date: _____

WORKSHEET 5.4

Construct System Outcome Measures

PROJECT TITLE:

POPULATION:

SYSTEM OUTCOME MEASURES	DEFINITION OF MEASURES	DATA SOURCE	SAMPLE
	Numerator: Denominator:		
	Numerator: Denominator:		
	Numerator: Denominator:		
	Numerator: Denominator:		
	Numerator: Denominator:		

Prepared by: _____

Date: _____

WORKSHEET 6.1

Data Collection Work Plan

PROJECT TITLE:

TASKS	LEAD STAFF	YEAR 1											
		Mo. 1	2	3	4	5	6	7	8	9	10	11	12
1.													
1.1													
1.2													
1.3													
2.													
2.1													
2.2													
2.3													
3.													
3.1													
3.2													
3.3													
4.													
4.1													
4.2													
4.3													
5.													
5.1													
5.2													
5.3													

Prepared by: _____

Date: _____

WORKSHEET 6.2

QI Project Work Plan

PROJECT TITLE:

TASKS	LEAD STAFF	YEAR 1											
		Mo. 1	2	3	4	5	6	7	8	9	10	11	12
1.													
1.4													
1.5													
1.6													
2.													
2.4													
2.5													
2.6													
3.													
3.4													
3.5													
3.6													
4.													
4.4													
4.5													
4.6													
5.													
5.4													
5.5													
5.6													

Prepared by: _____

Date: _____

WORKSHEET 7.2

Consumer Outcomes: Baseline

PROJECT TITLE:

DATA COLLECTION INSTRUMENT:

POPULATION:

SAMPLE SIZE:

	MEASURE	NUMERATOR	DENOMINATOR	PERCENT
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				

Prepared by: _____

Date: _____

WORKSHEET 7.3

System Outcomes: Baseline

PROJECT TITLE:

DATA COLLECTION INSTRUMENT:

POPULATION:

SAMPLE SIZE:

	MEASURE	NUMERATOR	DENOMINATOR	PERCENT
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				
11.				
12.				
13.				
14.				
15.				

Prepared by: _____

Date: _____

WORKSHEET 8.1

[Insert Title]

CONTACT INFORMATION

Name:
Position:
Department:
Voice:
Fax:
Email:

[Insert Description]

Desired Consumer Outcomes

-

OTHER COLLABORATORS

Desired System Outcomes

-

Quality Improvement Committee

[Description]

-

Prepared by: _____

Date: _____

WORKSHEET 8.2

Consumer Outcomes: Baseline and Subsequent Periods

PROJECT TITLE:

DATA COLLECTION INSTRUMENT:

POPULATION:

SAMPLE SIZE:

	MEASURE	BASELINE (n = ____)	6 MONTHS (n = ____)	12 MONTHS (n = ____)
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				
11.				
12.				
13.				
14.				
15.				

Prepared by: _____

Date: _____

WORKSHEET 8.3

System Outcomes: Baseline and Subsequent Periods

PROJECT TITLE:

DATA COLLECTION INSTRUMENT:

POPULATION:

SAMPLE SIZE:

MEASURE	BASELINE (n = ____)	6 MONTHS (n = ____)	12 MONTHS (n = ____)
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
11.			
12.			
13.			
14.			
15.			

Prepared by: _____

Date: _____