

Quality Assurance (QA)

Information Session



6/25/2020

AGENDA

- Introduction to QA
- QA Requirements
- QA Elements
- Preliminary Phased Roll-Out Approach
- Q&A Panel with Test Firms
- Next Steps



Introduction to QA - Background

- [RCW 51.32.095](#): *“The department must establish criteria to monitor the quality and effectiveness of rehabilitation services provided by the individuals and organizations. The state fund must make referrals for vocational rehabilitation services based on these performance criteria.”*
- [WAC 296-19A-210\(9\)\(d\)](#): In order to receive referrals from the department, vocational rehabilitation firms must:
 - Sign and submit Firm Provider Agreement
 - Submit, implement, and periodically report on a department approved quality assurance plan at intervals determined by the department

Introduction to QA – Test Firms and Survey Results

- A big **THANK YOU** to the QA test firms
 - 10 test firms volunteered to develop QA elements and build processes for tracking and reporting.
 - Test firms also refined templates and tools for collecting information.
- Also, thank you for completing the Firm QA Capabilities Survey. Your input has helped us tailor our approach to rolling out QA. 41 respondents. Key findings include:
 - Almost all firms use some form of software for QA monitoring
 - 75% of respondents spend "several" (4 or more) hours/month monitoring quality
 - Over 80% of respondents meet at least monthly with VRCs
 - Most common method for monitoring quality is the review of clear and complete documentation
 - Performance management is most often handled through coaching and mentoring
 - Firms most often cite "better service to injured worker" as the key benefit of QA

Introduction to QA – Benefits

From Firm QA Capabilities Survey:

Q2: How would you characterize the most important benefits of a quality assurance program? Check all that apply.

Answered: 38 Skipped: 0

| ANSWER CHOICES | RESPONSES | |
|--|-----------|----|
| Meets LG's standards and expectations | 81.58% | 31 |
| Better service for injured workers | 94.74% | 36 |
| Staff engagement and development | 76.32% | 29 |
| The potential to use data in new ways | 57.89% | 22 |
| The ability to show the quality of work being performed in the field | 81.58% | 31 |
| Total Respondents: 38 | | |

Powered by  SurveyMonkey

1. Better service to workers
2. Meets standards/expectations
3. Ability to show the quality performed in the field
4. Staff engagement/development
5. Data potential

Introduction to QA – More Benefits (from survey)

- *“Introduction of tools to help VRCs.”*
- *“Consistency and control of costs.”*
- *“Develop and promote best practices and uniformity for private sector rehabilitation firms.”*
- *“Better service for employers, better outreach to medical professionals”.*
- *“The ability to identify areas of improvement needed to assist our clients and customer.”*
- *“An improvement in the system for everyone involved.”*
- *“Opportunity to tell our story. Brings individual issues to life and shows how VRCs work with workers to overcome barriers.”*

QA Requirements for Vocational Firms

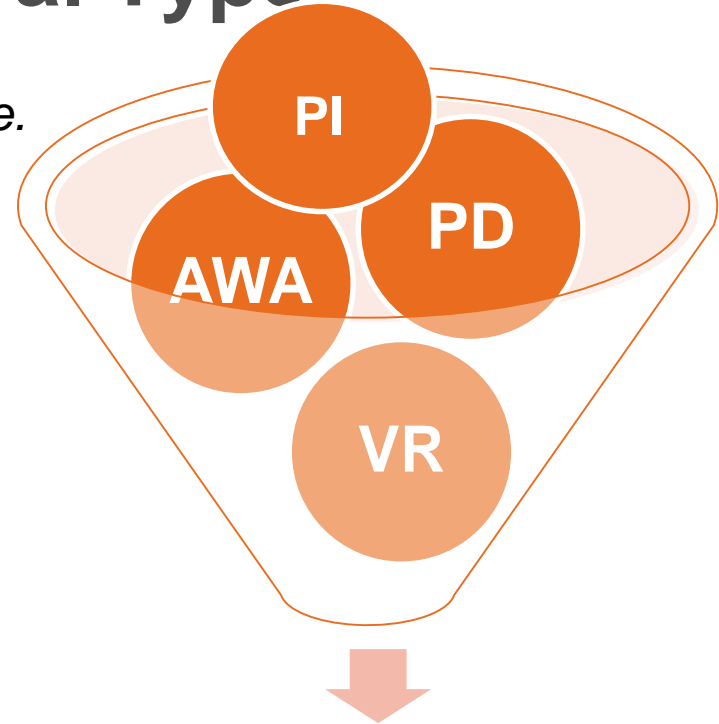
- Each firm is required to have a department approved QA plan in order to receive Vocational Recovery referrals.
- The QA plan will include:
 - Regular activity reporting of identified QA elements to the department.
 - Participation in a validation process of the reported elements.

QA Elements – by Referral Type

QA elements will be rolled out by referral type.

Four (4) Referral Types:

- Vocational Recovery (VR) – we are starting here
- Ability to Work Assessment (AWA)
- Plan Development (PD)
- Plan Implementation (PI)



**Prevent a Confusing Process.
Prevent Unnecessary Delays.
Prevent Unnecessary Duration.**

Prevent Unclear Return to Work Expectations/Plans.

QA Elements – Measures Versus Validation

Firm Measures (report on monthly activity)

- The existence of specific actions/documentation supporting a QA element. “Did it happen?”
- Examples:
 - Did engagement occur with the worker?
 - Was the job site visited?
 - Was a VR plan submitted and did it contain information per WAC?

Firm Validation (considers all activity on the referral to date)

- Firm’s professional evaluation of the performance of actions/documentation. “How effective was your VRC?”
- Examples:
 - How well did your VRC uncover needs and help the worker set RTW goals?
 - How did case notes support actions?
 - What additional steps could have been taken to help the worker reach their goals?

QA Elements – Vocational Recovery (VR)

- Engagement with worker
- Engagement with employer
- Engagement with providers
- VR plan

QA Elements – Ability to Work Assessment (AWA)

- Engagement with worker
- Engagement with medical providers
- Next Steps Plan
- First AWA meeting with the worker within 15 days
- AWA work product completed and discussion with worker within 30 days
- Required progress reporting of barriers & next steps
- Exit meeting with the worker

QA Elements – Plan Development (PD)

- Assigned counselor to meet with injured worker in initial meeting, with ongoing frequent communications
- Certified plan submitted by the firm with all attachments needed to support the goal

QA Elements – Plan Implementation (PI)

- Have meaningful interaction with the worker every 14 days
- Discuss final deadline for Option 2
- Engagement with the training site / instructors
- Discuss return-to-work needs with the worker

Preliminary Phased Roll-Out

PHASE I: Build Capacity

2020

- Introduction of QA Elements to firms
- Firms establish in-office processes
- Firms begin tracking VR QA elements

Q3

Q4

- Firms begin reporting VR QA data
- Firm validation process begins
- Firms begin tracking AWA QA elements
- Firms sign initial dept. approved QA plan

PHASE II: Firm Reporting and Validation

2021

Q2

- Firms begin reporting AWA QA data
- Firms begin tracking PD QA elements
- L&I verification begins

Q1

PHASE III: L&I Verification

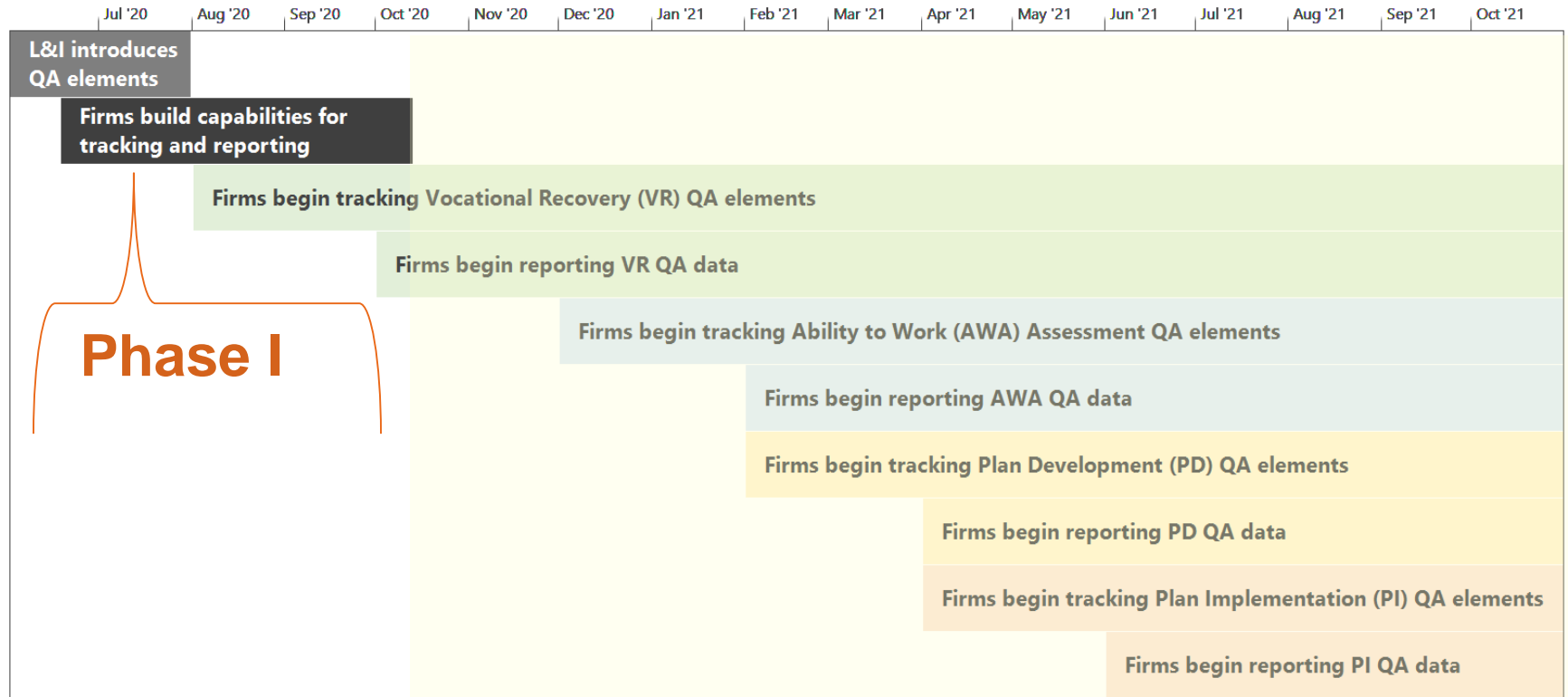
- Firms begin tracking PI QA elements
- Firms begin reporting PD and PI QA data

Q3

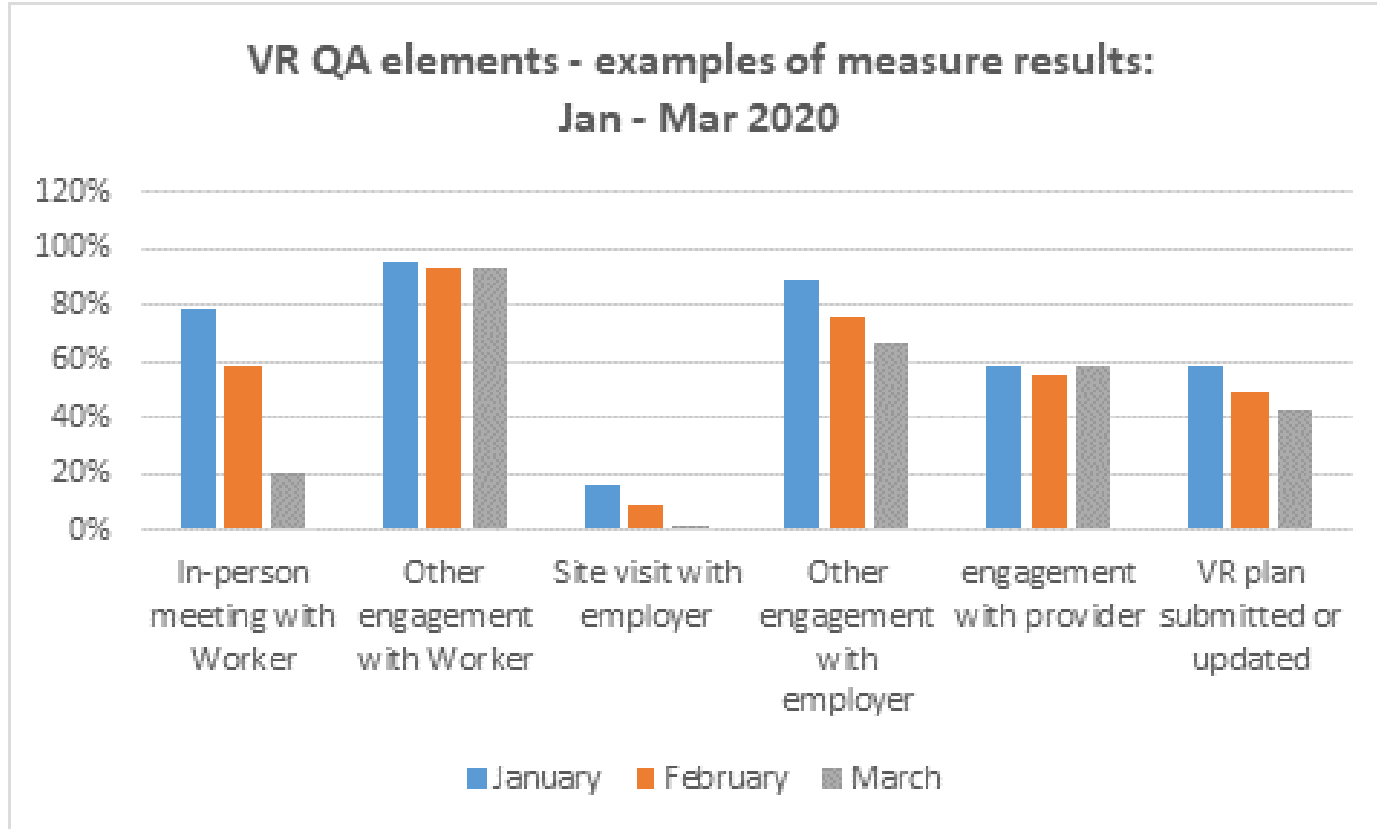
- Firms track, report, and validate all referral types implemented
- Firm-specific QA action plan development

Q4

Preliminary Phased Roll-Out Approach



Sample Report – System/Aggregate Level Data



QA Panel with Test Firms – 6/18

Test Firm Representatives:

- 1 – Leigh Haley, Strategic Consulting Services
- 2 – Matt Nystul, Disability Management and Consulting
- 3 – Sybil Evans, SCA Pacific Case Management
- 4 – April Poier, Ability Vocational Consulting

- What's been the biggest challenge?
- How have VRC's reacted to QA?
- What have you learned?

QA Panel with Test Firms – 6/25

Test Firm Representatives:

- 1 – Leigh Haley, Strategic Consulting Services
- 2 – Matt Nystul, Disability Management and Consulting
- 3 – Stacey Bomberger, OSC Vocational Systems Inc.
- 4 – Krista Kilpatrick, Eastside Vocational Services, LLC
- 5 – Michelle Jensen, Eastside Vocational Services, LLC
- 6 – Kaethe Long, Grant and Associates Vocational

- What's been the biggest challenge?
- How have VRC's reacted to QA?
- What have you learned?

SUMMARY

- QA Program aligns with RCW and WAC
- L&I has worked with members of the vocational community to identify the quality assurance elements associated with each referral type
- Details about QA elements (measures and validation) will be shared separately
- A timeline for implementing processes has been developed
- Processes for firm tracking and reporting VR QA elements have been established and tested
- Firms should begin building capacity for monitoring, tracking, and reporting QA elements
- Firms need to decide how they will manage data collection and reporting

Next Steps

FIRMS

- Work with your software vendor (if applicable)
- If you do not have a software vendor, contact Kirsta Glenn (Kirsta.Glenn@lni.wa.gov) for assistance
- Reach out to the test firms for guidance and advice

L&I

- Assist firms one-on-one, as needed
- Provide ongoing education and training
- Continue to test and refine the concepts in the QA plan