

Pennsylvania Quality Service Review (QSR) Overview

Quality Service Review (QSR) – The Quality Service Review (QSR) is one of the core components of PA’s Continuous Quality Improvement (CQI) effort.

County Self Assessment – Counties submit a letter of interest and self assessment to participate in the statewide CQI effort.

QSR Site Leads – County and state site leads are identified to support and oversee the QSR process and support continuous quality improvement efforts.

Sample Selection – All the In Home and Out of Home cases open with the County on the “Effective Sampling Date” (90 days prior to the first day of the onsite review) make up the sampling universe. From that sampling universe, cases are chosen randomly. Case reviews will include a set proportion of out-of-home and in-home cases as identified by a county stratification that has been established as well as case exclusion guidelines. Cases for review can be opened or recently closed. The local site leads identify the key individuals, schedule the interviews and obtain the necessary consents to ensure families are willing to participate in the case review process.

Review Team Pairings – QSR teams are composed of one local reviewer and one state reviewer. Care is taken to match teams with complimentary experience and skills. An important component of the QSR is to encourage cross system and stakeholder involvement throughout the organization’s continuous quality improvement efforts. Reviewers are notified a few days prior to the review of their partner and are encouraged to email him/her to touch base.

QSR Training – Training is provided to site leads and reviewers. The initial QSR reviewer training consists of a two day training. A short refresher training is offered to provide any updates and changes and to remind reviewers of their roles/responsibilities.

Focus Groups and Stakeholder Interviews – The purpose of focus groups and stakeholder interviews is to obtain feedback specific to systemic issues rather than case-specific information and provide a forum for open dialogue about challenges and solutions within the system. It is also possible for key stakeholder interviews to be conducted to aid the County in gathering targeted information about how the system is working. Examples of stakeholder interviews include interviews with Judges, Chief Probation Officers, etc.

Case Reviews – Through a small sample of randomly chosen cases, reviewers will use a structured protocol to conduct interviews with family and members of the family team. The information gathered through the interviews as well as information garnered from the case file will guide a professional appraisal of case status and performance by identifying what’s working, not working and why.

Case-Specific Debriefing – Each review team presents their case findings to the other reviewers and the site leads involved in the QSR process. The presentations are brief

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(approximately 10–15 minutes). The purpose of the debriefing is to ensure accuracy and inter-rater reliability and to conduct second level quality assurance.

Feedback Session with the Caseworker/Supervisor – Reviewers will provide the child welfare caseworker and supervisor information from the case review for about an hour on the last day of the review.

Exit Conference – During the exit meeting, aggregated data is presented to illustrate the trends and patterns that are identified throughout the QSR case reviews. The focus is systemic change. Counties choose who to invite to the exit conference.

County Final Report – The final written report provides an analysis of the qualitative and quantitative data collected during the week(s) of review. This includes information about the case sample demographic information and information about the indicator scores. This final report acts as a springboard for the start and/or continuation of continuous quality improvement efforts.

QSR Result Highlights – Once the QSR Final Report is received, the Site Lead team may choose to identify specific indicators, themes, or specific profiles they wish to receive more in-depth analysis. HZA will provide the QSR Result Highlights based on the requested areas of further analysis.

Next Steps Meeting – The Next Steps Meeting is designed to be an opportunity for the county agency's efforts to begin or continue their CQI process and develop an action plan for enhancing case practice and system performance. The meeting occurs approximately 8 weeks after the completion of the Exit Conference and is coordinated and facilitated by the State and Local Site Leads. The following people may be invited to the Next Steps Meeting: QSR Reviewers; county level managing chain of command; executive county leadership; provider agency directors with selected QSR cases; and key stakeholders representing the courts, advocacy groups, education, mental health, and medical communities.

County Improvement Plan – The County Improvement Plan outlines the priorities the county chooses to focus on to improve specific outcomes as a result of a comprehensive review of their practice. Each county submits their plan to their Regional OCYF Director and QSR Site Leads within 120 days of the last of the onsite review, unless an extension is granted by OCYF.