



LIBERTY-APS  
QUEST FOR QUALITY

# INTRODUCTION

Liberty's **Quest for Quality** is a set of guidelines for each program or service to build its own unique Quality Management System. Through this process, current quality practices and goals are assessed to capture areas in need of improvement and to identify new strategies to address these deficiencies.



# NEEDS ASSESSMENT

- Monthly Monitoring (Department of Human Services)
- Statewide Case Reviews
- Data Analysis (Liberty Trace/Power BI)
- Training/Onboarding



BASED ON THE RESULTS OF THE  
ASSESSMENT, IDENTIFIED NEEDS:

- **TRAINING/ONBOARDING MANAGER**
- **PERFORMANCE IMPROVEMENT TEAMS**
- **FOCUSED TRAINING**

# ACTION STEPS

## Training/Onboarding Manager

- Restructured training program (6-8 weeks)
- Creation of Documentation and Service Plan training
- One-on-one support when deemed necessary by manager
- Best Practices “refresher” trainings

## Performance Improvement Teams (PIT)

- Least Restrictive Measures Committee Review
- Face to Face Timelines
- Service Implementation
- Categorization

## Focused Training

- Decision-Making by, with, and for Adults with Disabilities (DRP)
- Office of Attorney General
- Program office specific
- Managed Care Organizations
- NAPSA
- APS Technical Assistance Resource Center



## **INTERNAL PERFORMANCE GOALS**

- There is an avenue for staff to make recommendations for changes to processes and procedure
- Performance data is used to drive decision-making and improvement
- Staff are held accountable for engaging in quality improvement
- Teams routinely gather to brainstorm, implement quality improvement projects, and share lessons learned