

QUALITY ASSURANCE COMMITTEE

PURPOSE

To ensure LADD receives input and suggestions from members of the committee to maintain quality services that provide choice, opportunities for community involvement and volunteering, an environment that is person centered, and stakeholder satisfaction is excellent.

SCOPE

This policy applies to all LADD programs, employees, people supported and stakeholders.

POLICY

The Quality Assurance Committee will meet semi-annually to review all issues related to the Strategic Plan, Quality Improvement Plan, and all QI data including but not limited to: Internal and External Surveys, Outcome Reports, Evaluation of Barriers, etc. Their direction will be established by the Quality Improvement Department. Minutes will be kept, reviewed, and approved by the Steering Committee.

PROCEDURE

1. The QA Committee will meet semi-annually in each region.
2. The Regional Directors will chair the meetings.
3. The committee will consist of a representative of the people supported, guardians, family members, Professional Care Technicians, and Contract Agencies.
4. All members will have equal input.
5. Each recommendation will be reviewed by the committee.
6. Minutes will be kept of each meeting and submitted to the Quality Improvement Department.
7. The Steering Committee will review recommendations, complete action plans and report outcomes and approve minutes.

LADD

WE MAKE THE DIFFERENCE