

POLICY # 204	SUBJECT: Case Planning Quality Assurance
EFFECTIVE DATE: November 17, 2004 REVISED DATE: December 14, 2016	Page 1 of 4
Approved By: Carla Benson-Green, Cabinet Secretary	

I. Purpose

The purpose of this policy is to ensure compliance with Delaware Code Title 29, Sections 9003(5) and 9006(5) related to case planning quality assurance.

II. Policy

This policy outlines quality assurance strategies utilized by the Department to monitor case planning.

III. Definitions

- A. The Child Death, Near Death and Still Birth Commission (CDNDSBC)- reviews, in a confidential manner, the deaths of all children under the age of 18, still births occurring after at least 20 weeks of gestation
- B. Child Placement Review Board (CPRB)- conducts reviews of children placed in foster care or juvenile justice residential services.
- C. Critical Incident- serious injury, hospitalization, death or escape of a child in Department services.
- D. Domestic Violence Coordinating Council (DVCC)- conducts review of deaths and near deaths that are the result of domestic violence.
- E. Department Safety Council (DSC)- Responsible for conducting a review of all critical incidents of children receiving Department services.
- F. Executive Constituent Concern- Formal expression of complaint or concern or request for information about any aspect of Department service from the Governor's office, Cabinet Secretaries, legislators (State and U.S.), judicial officers, attorneys and physicians.
- G. Quality Improvement Review Unit (QIRU)- unit within the Office of Case Management responsible for conducting a variety of case management reviews to promote quality assurance.
- H. Root Cause Analysis (RCA)- RCA is a systematic process for reviewing a critical incident to identify any contributing systems issues. The QIRU has responsibility for facilitating the RCA process.

IV. Case Management Quality Assurance Review Strategies

- 1. Division-level reviews
 - 1. The Divisions of Family Services (DFS), Youth Rehabilitative Services (DYRS) and Prevention and Behavioral Health Services (DPBHS) will have a policy to ensure that a written review is conducted at least every 6 months of the case plan for each child under its supervision or custody for the purpose of determining whether the plan is appropriate.
- 2. The Quality Improvement Review Unit (QIRU) reviews
 - A. The QIRU will complete a review of a specified sample of division and/or interdivisional cases on a monthly basis. A list of different strategies used

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by the QIRU for case review is listed in Appendix A attached at the end of this policy.

1. Reviews may include site visits to allow examination of all aspects of respective division services
 2. A report of the findings will be sent to the relevant division(s) quality assurance representatives regarding the results of the reviews conducted and may include both individual case recommendations as well as recommendations for system-level quality improvement.
 3. The division quality assurance representatives are responsible for communications QIRU recommendations to the appropriate staff within their division.
 4. The QIRU will maintain a tracking system for reviews including timelines for specific recommendations.
 5. The QIRU will also forward the review findings to the Department Safety Committee.
 - i Based on the findings, the Safety Council may recommend a Root Cause Analysis (RCA) be conducted as outlined in Policy #211.
- B. The QIRU may conduct selective reviews at the request of the Cabinet Secretary or Division Director(s). Findings and recommendations of a selective review will be provided in writing to the Secretary or Division Director.
- C. The Department Safety Council, chaired by staff from the QIRU, conducts reviews of critical incidents involving children served by the Department. Following the review, a written report is created by the QIRU staff which is reviewed by the Safety Council. (Reference Policy #211)
- D. Mixing Reviews are conducted by the QIRU when a child who has been adjudicated delinquent or is charged with specific offenses is placed in a residential setting with dependent or neglected children. The purpose of the review is to ensure that the adjudicated/charged child does not present an unreasonable and unmanageable risk to other children in the facility and that such placement is not contrary to the best interests of the other children in the facility.
1. Mixing reviews will be completed within five business days of the placement; the outcome of the review is entered into the Department MIS system and a copy of the review is forwarded to the Child Placement Review Board CPRB). (Reference DSCYF Policy #203)
- E. The QIRU completes a case history review of all deaths and near deaths that are the result of domestic violence and represents the Department on the CDNDSBC and DVCC to assist in identifying recommendations for system improvement.

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- F. The QIRU is responsible for review of Executive Constitute Concerns as requested.
 - 1. QIRU staff will collect and record all pertinent information, conduct a review of the information in the Department's MIS system and solicit additional information as necessary to formulate findings and develop recommendations based on the information obtained.
 - 2. The QIRU reports findings and recommendations to the secretary/designee who then provides a written response to the concern source within ten calendar days.
- G. The Quality Improvement Review Unit will publish an annual report of data related to reviews conducted.

Responsibility for this Policy

The QIRU is responsible for addressing questions related to this policy.

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Appendix A: QIRU Protocols:

The following protocols act as guides for areas that will be examined by the OCM Quality Improvement Reviewers. Reviews cover all activities of the Department that touch on children.

- Examines the reliability of screening or assessment tools
- Examines the reliability of case planning
- Assures the safety and stability of children
- Documents the participation in the planning by parents, children, case Managers, and other involved parties using System of Care principles
- Reviews the coordination of efforts between service divisions
- Evaluates services offered to accomplish goals of case plan
- Evaluates the extent of progress in accomplishing goals of case plans
- Enhances supervisory monitoring and coaching functions including implementation of improvements required by RCA's.
- Evaluates technical compliance with policy and procedures
- Identifies trends and communicates this information to appropriate division or Department entities. Trend data is gathered from a variety of sources including Hotline Reports, Institutional Abuse Reports, Constituent Complaints, identification of training needs, etc.
- Identifies gaps in services and programs
- Provides a mechanism for Improvement Opportunity Plans being written and executed
- Supports efforts for on-going quality improvement