

# Moving the Dial on Quality

WHCA Winter Conference

Red Lion, Olympia

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**QIS in Washington: *An update***

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DSHS/ADSA/Residential Care Services

# Quality Indicator Survey (QIS)

designed to achieve several objectives, including:

- Improve consistency and accuracy in problem identification by using a more structured process;
- Systematically review requirements and objectively investigate all triggered regulatory areas;
- Enhance documentation by organizing survey findings through automation;
- Provide tools for continuous quality improvement.

# QIS Implementation



# QIS Implementation Schedule

## Band One

### June 2009-2010

1. Delaware
2. Maine
3. Vermont
4. Georgia
5. Arizona

## Band Two

### June 2010-2011

1. Colorado
2. Nebraska
3. District of Columbia
4. Indiana
5. Oregon
6. Utah
7. New York

## Band Three

### June 2011-2012

1. New Jersey
2. Arkansas
3. Hawaii
4. South Carolina
5. Tennessee
6. Oklahoma

## Band Four

### June 2012-2013

1. Texas
2. Rhode Island
3. Wisconsin
4. Missouri
5. New Hampshire
6. Kentucky
7. Mississippi
8. North Dakota

## Band Five

### June 2013-2014

1. Wyoming
2. Alabama
3. Massachusetts
4. Illinois
5. Idaho
6. Virginia
7. California
8. Alaska

## Band Six

### June 2014-2015

1. Pennsylvania
2. Michigan
3. South Dakota
4. Puerto Rico
5. Virgin Islands
6. Montana
7. Nevada

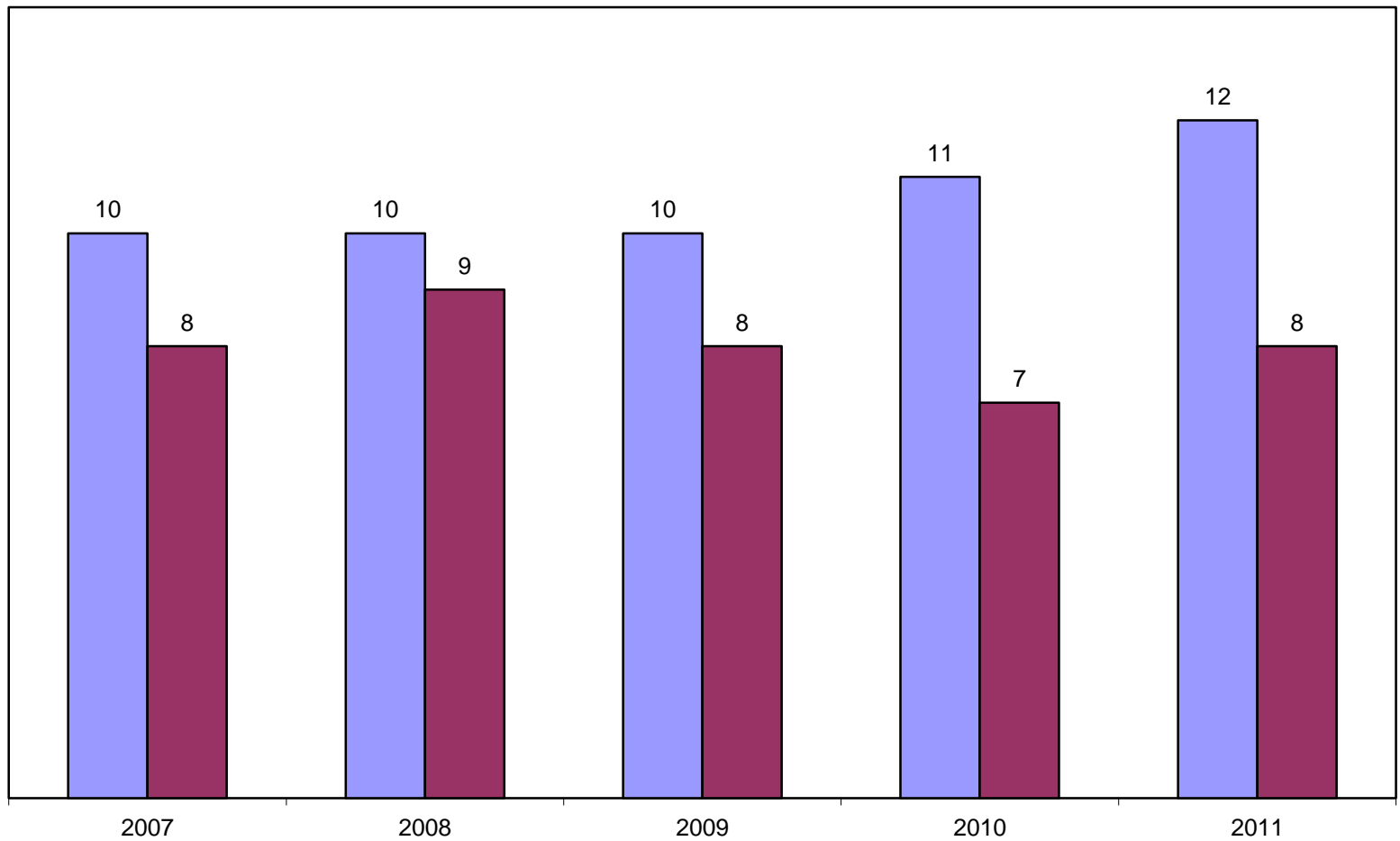
# Quality Indicator Survey (QIS)

- Just completed our 3 year transition!
- Approximately 100 RCS staff trained, including:
  - Surveyors
  - Quality Assurance Nurses
  - Complaint Investigators
  - Managers

# Quality Indicator Survey (QIS)

- Challenges and success
- An on-going process
  - Objective
  - Consistent
  - Thorough
  - Timely

# Average Number of Deficiencies per Nursing Facility



# Moving the Dial on Quality

additional new activities include...

- FOQIS
- Independent Informal Dispute Resolution (IIDR) review [For details see Dear Administrator letter ADSA: NH #2012-001, dated 2/7/2012]
- QI out in April [MDS 3.0]

# Thank you!

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