Quality Care

- Prevention
- Compliance
- Enforcement

CDSS
California Department of Social Services
Alone we can do so little; together we can do so much. —Helen Keller
Quality Is More Than Checking a Box...

Define the Problem

Understand Underlying Conditions

Continuous Quality Improvement

Identify a Tool or Process and Plan for Implementation

Implement the Tool or Process

Test and Revise Tool or Process as Needed
One Size Does **Not** Fit All

A Universal Vision and Approach
Respecting Unique Facility Types
Guiding Principles

Protect the Individuals in Care

Be Collaborative and Transparent with Stakeholders

Maintain a Deliberate and Research Driven Process

Preserve Community Capacity
Domains: Adult and Senior Care

- Operational Requirements
  - Physical Plant/Environmental Safety
  - Staffing
  - Personnel Records

- Resident Rights/Information
  - Resident Records/Incident Reports
  - Food Service
  - Planned Activities

- Incidental Medical and Dental
  - Residents with special health needs
  - medications
Inspection Tools

✔ Pre-Licensing
✔ Post Licensing
✔ Comprehensive
✔ Standard
✔ Specialty
Implementation

Phase 1
- Develop and pilot Comprehensive Tools
- Develop and implement staff training
- Share facility self-assessment tools

Phase 2
- Implement Comprehensive Tools
- Collect and analyze data
- Develop and pilot Standard Tools

Phase 3
- Continue staff training
- Implement all tools
- Transition to ongoing CQI process

Phase 4
- Collect and analyze data
- Update and refine tools

Stakeholder and Legislative Engagement Process
Outcomes

Greater Substantial Compliance