



QUALITY MANAGEMENT RISK MANAGEMENT

The Quality Management Plan of the Human Resources Center, Inc. is developed to encompass the "Every Day Lives: Value in Action" values statements to guide our organization in supporting individuals to realize an everyday life. The value statements, "What is important to people with disabilities" as listed in the Pennsylvania Department of Human Services, Office of Developmental Programs "Every Day Lives: Value in Action" booklet issued 9/12/2016 are:

Control, Choice, Freedom, Stability, Health, and Safety, Connected, Responsibility, Communication, Success, Employment/Meaningful Contribution, Individuality, Relationships, Partnership, Quality, and Advocacy."

The Office of Developmental Programs Quality Management Strategy is designed to support provider agencies to use quality management principles, practices, and tools to "• Offer the highest quality services that promote choice and control in individuals' everyday lives. • Safeguard the health and safety of individuals receiving services. • Implement promising practices, and • Ensure program compliance with regulations."

Quality Management Includes:

Quality Planning: *Developing* the service, systems, and processes required to meet or exceed consumer expectations.

Quality Assurance or QA: Systematic *monitoring* of all aspects of the service. The aim is to make sure that the service we provide meets (exceeds) required standards.

Quality Improvement or QI: Systematic approach to *weeding out* what is not working properly, and either improving it or getting rid of it.

We use the **Plan – Do – Check – Act Model**.

The purpose of the Human Resources Center, Inc. Quality Management Plan is to ensure that individuals receive the highest quality services and supports, and that the results of these services and supports lead to positive person-centered outcomes. The HRC, Inc. will continuously improve the quality of services and supports by embracing a Quality Management culture that focuses on Mission, Scope, Structure, Goals, Methodology, Documentation, Communication and Annual Evaluation. JT12/29/22



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PLAN how the improvement will be accomplished. Write an action/work plan that specifies goals, measurable objectives, action steps and evaluation for the targets met.

DO it. Implement the improvement plan. This includes education of staff and management about the change.

CHECK the effect of the improvement by collecting data: analyze the lessons learned. Determine the success or failure of the plan.

ACT to hold the gains or to continue the improvement process. Incorporate the plan and/or solution into department policy and procedures. Inform and educate all involved. Continue to monitor and evaluate progress on a continuous basis.

The Quality Management Committee meets at least quarterly to review and maintain implementation of the QM Plan. A copy of the HRC QM plan can be found on the HRC employee website or if you would like a copy of the HRC QM plan please contact

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