

### Program #72000B - Continuous Quality Improvement Pilot /County Contractors

2/21/2019

**Department:** County Management **Program Contact:** Marissa Madrigal

Program Offer Type: Innovative/New Program Program Offer Stage: As Requested

Related Programs:

Program Characteristics: One-Time-Only Request, Out of Target

### **Executive Summary**

A select group of County social service contractors will be chosen to participate in a pilot to assess and improve their processes to ensure participant safety, service quality and efficiency. These contractors will be among the Health Dept. (HD), Dept. of Community Justice (DCJ), Joint Office Of Homeless Services (JOHS) and the Dept of County Human Services (DCHS) service providers. Their processes will be analyzed using Continuous Quality Improvement (CQI) methods and tools and fiscal compliance to ensure core/baseline safety measures for clients/participants and staff.

### **Program Summary**

ISSUE: Multnomah county departments contract with agencies to provide services for residents. Departments are responsible for monitoring and supporting performance throughout the life of the contract. Departmental capacity and approaches to monitoring and supporting contractors varies, and contractors have either been found to need, or have requested assistance with critical organizational capacity. Of particular interest is how contractors perform with regard to safety and quality of services. There is a need to assess and assist contractors to establish consistent best processes, practices and policies that ensure safety, quality and efficiency.

GOALS: Assess the current state processes among the selected contractors related to safety, quality and efficiency. Assess using data, risk reports, and client satisfaction. Identify improvement opportunities related to contractors' processes, practices, county monitoring expectations, monitoring tools and technical assistance.

ACTIVITIES: DCHS will secure a limited duration expert in CQI who will work with the pilot participants (contractors). A contractor selection process for the pilot will be developed. This pilot will assist the contractors with process mapping, root cause analysis, strategy development, metric development, and implementation of plan/do/study/act cycles (PDSA). An assessment of their Board of Directors composition will be conducted. They will be assessed for representation by race, gender, ethnicity, and experience to help determine how reflective they are of the communities served. There will be CQI training; application of methods to specific contractor concerns; and technical assistance for up to 6 months post the improvement PDSA tests to ensure implementation success.

To ensure consistent and robust internal communication on the progress of the pilot DCHS will bring pilot updates and solicit input at the Multnomah County Safety Net Partners meetings.

Performance Measures								
Measure Type	Primary Measure	FY18 Actual	FY19 Purchased	FY19 Estimate	FY20 Offer			
Output	# of pilot members who complete at least one quality improvement analysis in relation to an organizational pro	NA	NA	NA	7			
Outcome	% of pilot members with an organizational Quality Improvement Plan which includes one or more process i	NA	NA	NA	90%			
Output	# of pilot members who identify one or more opportunity for improvement related to safety, quality and efficiency.	NA	NA	NA	7			

#### **Performance Measures Descriptions**

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2019	2019	2020	2020
Personnel	\$0	\$0	\$151,588	\$0
Materials & Supplies	\$0	\$0	\$10,300	\$0
Total GF/non-GF	\$0	\$0	\$161,888	\$0
Program Total:	\$0		\$161,888	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues						
Total Revenue	\$0	\$0	\$0	\$0		

## **Explanation of Revenues**

This program is supported by County General Fund revenues.

# **Significant Program Changes**

Last Year this program was: FY 2019: 72000B-19 Organizational Development