Office of Developmental Programs
Quality Assessment & Improvement

VALUES IN ACTION

- Individual Experience
- Family/Guardian Experience
- IM4Q Considerations

- Service Planning & Delivery
- Health, Wellness, and Safety

- IM4Q & NCI Surveys
- QA&I Results
- HCSIS & EIM
- PROMISE™

- Authorization & Utilization

- ODP/ISAC Annual Reports

- Plan Strategies (PLAN)
- Implement Strategies (DO)
- Assess Performance (CHECK)
- Embed Successful Practices (ACT)

- PLAN-DO-CHECK-ACT (PDCA) CYCLE FOR IMPROVEMENT

- IM4Q & NCI Surveys
- QA&I Results
- HCSIS & EIM
- PROMISE™

- Plan Strategies (PLAN)
- Implement Strategies (DO)
- Assess Performance (CHECK)
- Embed Successful Practices (ACT)

- ODP/ISAC Annual Reports

- 1 Assure Effective Communication
- 2 Promote Self-Direction, Choice and Control
- 3 Increase Employment
- 4 Support Families throughout the Lifespan
- 5 Promote Health, Wellness, and Safety
- 6 Support People with Complex Needs
- 7 Develop and Support Qualified Staff
- 8 Simplify the System
- 9 Improve Quality
- 10 Expand Options for Community Living
- 11 Increase Community Participation
- 12 Provide Community Services to Everyone