

Home Care Surveillance **Quality Improvement Questionnaire**

Every Home Care program is required to establish a Quality Improvement Program which objectively and systematically monitors and evaluates the quality and appropriateness of care and services provided by the agency or program. As part of surveillance, surveyors need to look for an organized agency-wide Quality Improvement Program that is ongoing and has a written plan of implementation. The agency must demonstrate a system to identify opportunities of improvement on an agency-wide basis, and document corrective action when problems are identified.

To gain Q.I. information, the following questions can be asked as part of an interview with the agency administrator, which should be scheduled after the first day of the survey.

- 1. Who in your agency is responsible for the Quality Improvement Program?**

- 2. What is agency policy and procedure?**

- 3. What is the process for review and revision of agency policy and procedure?**

- 4. What internal quality audits does your agency perform? What is audited (e.g. record sample, open & discharge records)? How frequently are audits done, and by whom?**

How is the information from audits trended, how often is this done, and by whom?

12. Are you utilizing OBQI/OBQM reports in your QI/QM process? If so, how is it going?

Regulations require surveyors to review the following:

_____ **All complaints**

_____ **Sample of discharge records**

_____ **Sample of active records**

_____ **Quality Improvement Committee Meeting Minutes**

_____ **PAC Committee Meeting Minutes**

_____ **Governing Body Meeting Minutes**