

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

August 11, 2011

M E M O R A N D U M

What's Inside:Discussion of
record review
processes

TO: REGIONAL EXECUTIVE STAFF, CIRCUIT MANAGERS, AND CHILDREN'S DIVISION STAFF

FROM: CANDACE A. SHIVELY, DIRECTOR

SUBJECT: RECORD REVIEW PROCESSES—ELIMINATION OF PEER RECORD REVIEW (PRR) AND ENHANCEMENTS OF SUPERVISORY CASE REVIEW AND BEST PRACTICE REVIEW

DISCUSSION:

The Children's Division (CD) proudly touts itself as a learning organization committed to delivering consistent and quality services using principles of continuous quality improvement. An effective agency must constantly assess and reassess itself using available data. It must then identify its challenges and devise strategies for incremental or breakthrough improvement.

Case record reviews are a fundamental component of a sound Quality Assurance (QA) and Quality Improvement (QI) system within an effective agency. They serve to ensure that documentation of essential service components exist in the case record, allow the division to gather objective information regarding quality service provision, and help identify systemic barriers to quality services. Case record review results provide an opportunity to develop plans for improving practices and to build upon strengths. Quarterly case record reviews are required by standards established by the Council on Accreditation (COA). Additionally, as part of the Program Improvement Plan (PIP), case record review results will be reported to the division's federal partners as a means of measuring PIP progress.

The division aims to design and implement case record reviews that provide the most meaningful results which can be used to inform best practice. In evaluating the effectiveness and usefulness of existing case record review processes, it has been decided to eliminate the Peer Record Review (PRR) process, effective immediately with the exception of CANHU and IIS peer record reviews. The Supervisory Case Review (SCR) and the Best Practice Review (formerly known as the Accreditation Maintenance Review) with which staff are familiar, in revised formats, will instead serve as the division's statewide formal review processes.

A new and improved Supervisory Case Review Tool (SCRT) along with a refined process for conducting a quarterly SCR will soon be introduced. Questions are being added to the SCRT in each program line to ensure a more in-depth and qualitative review of each case. Although the SCRT tool will be more comprehensive with additional questions, fewer cases will be reviewed under the new process as the sample of cases for review will be pulled quarterly instead of monthly. To measure PIP progress and conform to best practice, QA and QI staff will also review a small subset of cases selected for the quarterly SCR. This will help establish a good level of interrater reliability which addresses the consistency of the implementation of a rating system and will also provide QA and QI staff the opportunity to coach supervisors regarding best practice.

Best Practice Case Reviews will continue to be conducted in each circuit. Modifications to the Best Practice Case Review tools and process will also be made. QA and QI staff will be working to standardize their review tools to ensure items are accurately and consistently being assessed for compliance and quality. The frequency of reviews and methods of sampling will also be standardized across the state so that results across circuits can be compared.

By streamlining the case review processes, the division hopes to increase efficiency and efficacy which maximizes the likelihood of more favorable outcomes for Missouri's children and families.

NECESSARY ACTION	
<ol style="list-style-type: none"> 1. Review this memorandum with all Children's Division staff. 2. Immediately cease all peer record review activity with the exception of CAN/HU and IIS peer record reviews. 3. All questions should be cleared through normal supervisory channels and directed to: 	
PROGRAM MANAGER Linda K. Miller 573-522-2713 Linda.K.Miller@dss.mo.gov	DEPUTY DIRECTOR Susan Savage 573-751-4920 Susan.K.Savage@dss.mo.gov
CHILD WELFARE MANUAL REVISIONS	
N/A	
FORMS AND INSTRUCTIONS	
N/A	
REFERENCE DOCUMENTS AND RESOURCES	
N/A	
RELATED STATUTE	
N/A	

ADMINISTRATIVE RULE

N/A

COUNCIL ON ACCREDITATION (COA) STANDARDS[PA-PQI 4](#)**CHILD AND FAMILY SERVICES REVIEW (CFSR)**

Item 31: Quality Assurance System The State must operate an identifiable quality assurance system in all jurisdictions where the services are provided, evaluates the quality of services, identifies the strengths and needs of the service delivery system, provides relevant reports, and evaluates program improvement measures implemented.

PROTECTIVE FACTORS

Parental Resilience N/A

Social Connections N/A

Knowledge of Parenting and Child Development N/A

Concrete Support in Times of Need N/A

Social and Emotional Competence of Children N/A

FACES REQUIREMENTS

N/A