

# Practice Alert



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Issued by: Quality Assurance Practice Improvement Unit

**Continuous Quality Improvement Efforts  
Consumer Survey Improvement**

The purpose of this Practice Alert is to inform staff that a new all-electronic consumer survey process has launched on March 11, 2024.

Surveys will be emailed to participants quarterly (January, April, July and October). Those who will participate in the surveys are as follows: Adoptive Parents, Resource Parents, Legal Status-1 Youth, Legal Status-1 Parents, Judges, Juvenile Officers, Intensive In-Home Services Parents, Family Centered Services Parents and Child Abuse and Neglect Parents. Judges and Juvenile Officers will receive their surveys through Office of State Courts Administrator.

Staff will need to enter email addresses in FACES as part of regular practice. Instructions on where to enter the email addresses in FACES can be found in this training which is located in the Employee Learning Center. Course Code: CD000867

Elevating voices from stakeholders and our constituents is a vital part of a healthy Continuous Quality Improvement (CQI) process. The goal is to streamline the current paper, manual process with modernized electronic platforms to increase survey participation to utilize feedback in continuous quality improvement planning and performance efforts.

§210.112 RSMo under House Bill 1414 created a requirement for a Standardized Stakeholder Feedback Tool for specific groups on a scheduled basis, at minimum of annually. The need to revitalize and increase the response of Continuous Quality Improvement Consumer Surveys created opportunity with House Bill 1414 requirements. With this opportunity, there is a way to create a streamlined Continuous Quality Improvement process including stakeholder feedback.

Reference: [https://dss.mo.gov/hb\\_1414.html](https://dss.mo.gov/hb_1414.html)

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