Continuum of Quality Assurance

Pre-Intervention Stage

Building the foundation for quality assurance

- Developing standardized intervention and training materials
- Developing ongoing supervision and feedback mechanisms
- Developing protocols to guide quality assurance monitoring
- Developing agency and organizational support for quality assurance monitoring

Basic Stage

Practicing and monitoring quality assurance techniques

- Standardized intervention and training materials in place
- Mechanism in place for ongoing supervision and feedback mechanisms
- Using protocols to monitor quality assurance
- Agency and organizational support for quality assurance monitoring exists

Advanced Stage

Mastered techniques for and are improving quality assurance based on monitoring

- Refining standardized intervention and training materials
- Improving mechanism for ongoing supervision and feedback
- Refining protocols that monitor quality assurance
- Expanding agency and organizational support for quality assurance monitoring

Institutionalized Stage

Evaluating quality assurance and using the results as part of a comprehensive improvement process

- Institutionalized elements of a comprehensive improvement process for:
  - intervention and training materials
  - supervision and feedback
  - protocols that monitor quality assurance
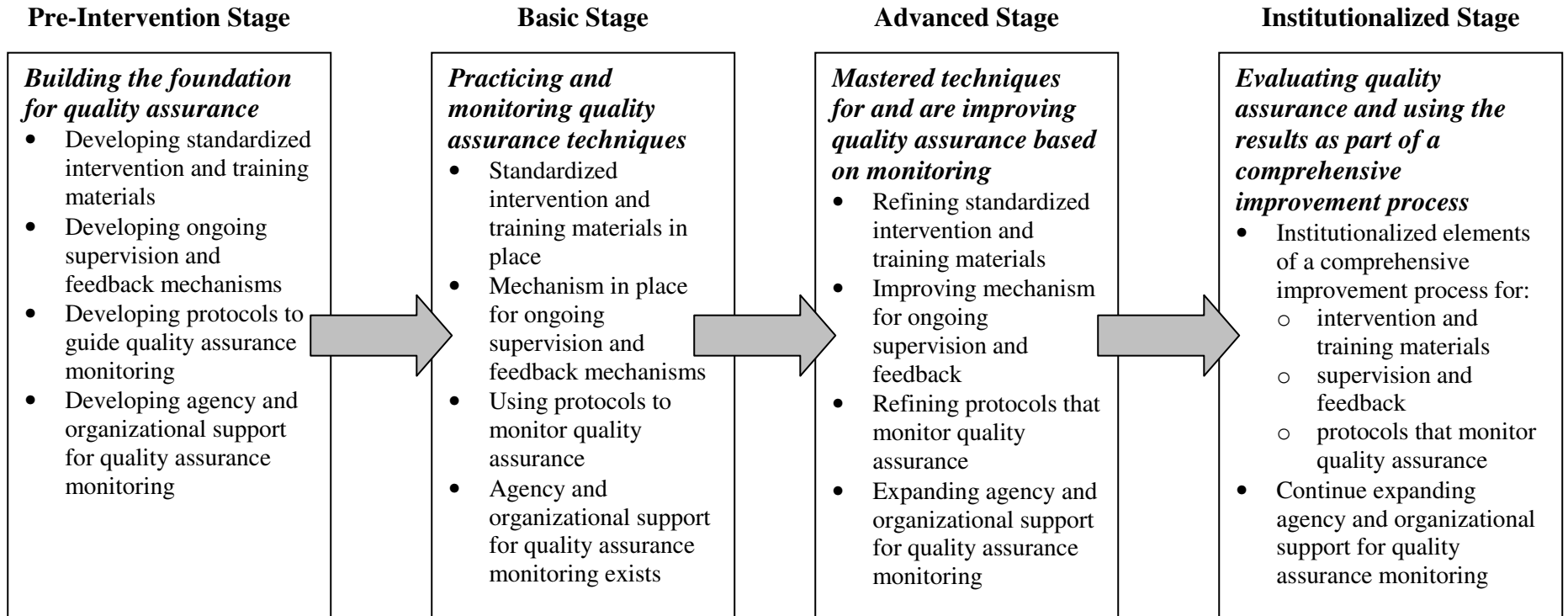- Continue expanding agency and organizational support for quality assurance monitoring

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Examples of Quality Assurance by Stage

This table presents examples of practical ways in which intervention programs can improve the quality of implementation. The examples are not an exhaustive or comprehensive list, but represent increasingly rigorous ways of assuring quality program implementation.

Minimum Quality Assurance ———————————————————→ **Maximum Quality Assurance**

		Pre-Intervention Stage	*Basic Stage*	*Advanced Stage*	*Institutionalized Stage*
Components of Quality Assurance	**Standardized Intervention and Training Materials**	• Developing clinician manuals • Developing program manuals • Developing training to teach core content and theory underlying program and treatment • Content theory driven	• Clinician manuals developed • Program manuals developed • Training on core content and theory underlying program and treatment developed • Participant materials describing program and treatment	• Trainer uses modeling and role play to teach therapy/program process • Clinician workshop evaluation	• Routine trainings for new and current staff • Manuals and training materials routinely updated based on feedback from clinicians and program staff
	Ongoing Supervision and Feedback	• Developing regular peer and mentor support	• Available peer and mentor support • Phone consultation with trainer • Onsite consultation from trainer	• Client evaluations	• Regular mentor meetings, phone consultations with trainer, and on-site consultation with trainer
	Quality Assurance Monitoring	• Developing session adherence protocols • Developing session process checklists	• Using session adherence protocols • Using session process checklists • Routine evaluation of supervision	• Certification program for staff	• Performance appraisal assessed by the ongoing use of session adherence protocols and process checklists
	Agency/ Organizational Support	• Developing internal advocate • Developing support for engaging participants and dealing with the organizational details of the intervention (logistics)	• Internal advocate for quality assurance • Support for engaging participants • Logistical support	• Budget support for supervision and ongoing consultation • Job description for mentors	• Agency-wide policy to support quality assurance (e.g., staff, $, standards)