

NWF Health Network Policy & Procedure

Series: 800: Performance and Quality Improvement
Policy Name: Child Welfare Quality Assurance Reviews
Policy Number: 815
Origination Date: 02/09/2009 (as part of OP 801) **Revised:** Board Meeting of 04/25/2024

Policy

NWF Health Network (NWFHN), conducts ongoing reviews of child welfare practice related to safety, permanency and child well-being to assure continuous improvement.

Procedure

A. General Tenets

1. Continuous Quality Improvement (CQI) Reviews are:
 - a. Implemented in accordance with NWFHN's approved *Child Welfare Continuous Quality Improvement Plan*.
 - b. Completed by NWFHN's *Child and Family Services Review (CFSR)* certified Quality Assurance Specialists (QAS).
2. Programmatic Contract Monitoring Reviews are completed by NWFHN's CFSR-certified Contract Performance & Quality Analyst.
3. Review samples are generated using recognized sampling methodologies and/or in accordance with Department of Children and Families (DCF) requirements.
4. Requests for Action (RFAs) are generated to address administrative and safety concerns as described in the *Child Welfare Continuous Quality Improvement Plan*.

B. Types of Child Welfare Quality Assurance Reviews

1. NWFHN Quality Assurance Reviews
 - a. NWFHN conducts ongoing quality reviews of child welfare practice related to safety, permanency, and child well-being. Routine fiscal year reviews include:
 - i. Federal Child & Family Services Reviews (CFSR): case record reviews and stakeholder interviews
 - ii. Florida CQI Child and Family Service Reviews (FL CQI/CFSR): case record reviews
 - iii. Department Special/Discretionary Reviews: completed as requested by DCF.
 - b. Samples: Sample size and parameters for Florida CQI/CFSR and Federal CFSR are determined annually by DCF. Sample sizes are also determined by NWFHN based on internal review type when an internal/discretionary review is completed.

NWF Health Network Policy & Procedure

- c. **Review Tools:** The web-based review tools Florida CQI/CFSR and Federal CFSR Reviews are determined by DCF. Review tools are also developed by NWFHN based on area of focus determined through ongoing CFSR/CQI findings.
- d. **Feedback:** Feedback is provided to partner agencies in a variety of forums (via consultation/debrief with case managers and supervisors, provision and review of case-specific and aggregated results, quarterly leadership meetings, quarterly agency specific meetings etc.)
- e. **Results and Continuous Quality Improvement:** Results of reviews are child welfare systemic in nature and are thus used to inform the NWFHN/Northwest Region/Florida continuous quality improvement plan and ongoing CQI activities. This plan and its activities are implemented throughout the state at the region, agency and partner agency levels.

2. **Agency Special/Discretionary Reviews.**

- a. **Special Reviews.** Special Reviews are completed as requested by NWFHN's Executive Leadership and/or Management Team. NWFHN special reviews are completed as needs are identified due to practice-related complaints or concerns and in any transition of services from one contracted provider to another.
- b. **Discretionary Reviews.** Discretionary Reviews are scheduled based upon OFIs identified by the agency's ongoing CQI activities. Discretionary reviews are subject to change due to new or changes in agency priorities.