February 25, 2008

DIRECTOR'S NEWS UPDATE

Quality Assurance Unit Marks 2nd Anniversary

January 17, 2008, marked the two-year anniversary of the agency's Quality Assurance Unit. The unit is responsible for establishing a system for the continuous review and evaluation of all areas operated by the department or by a provider under contract with the department.

Quality Assurance is a philosophy and a strategy for continuous improvement at every level of the organization.

One of the key components of the Quality Assurance System is the use of a series of Organizational Review Panels composed of internal and external subject matter experts to conduct comprehensive examinations of operational areas and make recommendations for improvement.

Four Organizational Reviews have been completed, and progress made on implementation of approved recommendations is reported in the *Quality Assurance Annual Progress Report* available at the following link:

http://www.doc.state.ok.us/treatment/quality/reviews.htm

One of the Organizational Reviews conducted by Quality Assurance focused on the classification audit process. The panel submitted an interim report which included 15 initial recommendations. As a result of these recommendations, the agency chartered a Process Action Team to conduct a comprehensive examination of "collateral" issues related to unit management and case management identified during the course of the Organizational Review. The Process Action Team completed its review and submitted 17 recommendations for consideration.

Some of the recommendations made by the Organizational Review Panel, as well as the Process Action Team, have been approved and are already being implemented; some are being modified and will be resubmitted for further consideration; and others remain under discussion at this time.

Although decisions have not yet been finalized, I felt it important to share the recommendations of the Organizational Review Panel and the Process Action Team with you.

You may access these recommendations by clicking on the February 8, 2008, *Quality Assurance and Operational Services Bulletin* at the following link:

http://www.doc.state.ok.us/treatment/quality/communications.htm