Indiana First Steps Quality Improvement Plan   Cluster: G   Quarter Date: 1/1/15 to 3/31/15   Indicator: 17

2nd Quarter QIP

Outcome: All files will include required written prior notice	So that: we can ensure families have the opportunity to consider and plan for proposed changes to the IFSP
Strategy update from last quarter: Strategies outlined in the Q1 QIP were implemented in November 2014. Analysis of this quarter's errors shows that the bulk of the errors (78%) occurred in October 2014, prior to implementation of those strategies. As a result, we believe those strategies have been somewhat successful and should continue, along with the additional strategies outlined below.	

Explanation of Data	Strategies (Who is responsible/timeline/evaluation):
Quarterly Data: Oct-Dec =95.8% (410/428) This quarter's data show an increase over last quarter (94/1%). Further analysis of the errors shows the following: • 78% (14/18) of the errors were in October 2014 • 78% (14/18) of the errors were for initial IFSP's • 11% (2/18) of the errors were for annual IFSP's • 6% (1/18) of the errors were for 6 month reviews • 6% (1/18) of the errors were for transition meetings Because initial IFSP's accounted for the majority of the overall errors, further analysis was done for those errors: • 43% (6/14) of the errors were related to the new filing system(i.e. the WPN was easily accessible in the SC's "working" file, but was not transmitted to the electronic file) • 21% (3/14) of the errors were attributed to the WPN being less than 10 days • 21% (3/14) of the errors were attributed to the WPN not being dated or including an incorrect date • 14% (2/14) of the errors were attributed to WPN including notice of the transition meeting but not the IFSP meeting (for joint transition/IFSP meetings)	1) If we hypothesize that the majority of the errors occurred with initial IFSP's, then we should focus efforts on this area: • Each supervisor completed a corrective action plan related to WPN during staff meetings in **March 2015** • SPOE supervisors will review file review data and corrective action plans with staff during meetings in **April 2015** • Increased supervision efforts outlined in the Q1 QIP will continue, with increased focus on review of initial IFSP records 2) The new electronic filing system requires the WPN for the initial IFSP to be electronically transmitted separate from the rest of the IFSP packet. This process is different from the previous process and also different from the processes for other components (6 month review, annual IFSP, transition meeting). If we hypothesize that this process is preventing WPN for initial IFSP's from being filed correctly, we should explore changing the process: • Because the bulk of WPN errors this quarter occurred in October 2014, while the electronic system was still fairly new and prior to implementation of strategies included in the Q1 QIP, we will evaluate progress next quarter before making changes to the filing system. • SPOE managers have discussed different options for changing the current process. If significant progress is not made next quarter, supervisors will discuss these options with SC's and administrative staff and

	determine which course to take.
	3) Review of the issues related to WPN of less than 10 days showed that in all 3 cases the assessment was scheduled shortly before the IFSP due date. If we hypothesize that WPN of less than 10 days is associated with the initial assessment being scheduled close to the 45 day due date, then we should train and assist SC's in how to handle scheduling the initial IFSP to allow 10 days WPN: - SPOE managers instructed SC's to "pre-schedule" initial IFSP's, as opposed to scheduling after the initial assessment is completed, during meetings in November 2014. This will be reviewed again in **April 2015.** 4) If we hypothesize that oversights lead to incorrect dates on the WPN, then we should support SC's in reviewing their work and checking for errors: - SPOE managers will discuss the importance of error checks during staff meetings in **April 2015**. - SPOE managers will increase efforts to note WPN date errors during reviews of completed files, as opposed to just noting whether the WPN is present or not **(April 2015)** 5) If we hypothesize that SC confusion led to the omission of WPN of the IFSP when held with the transition meeting, then we need to clarify this with SC's: - SPOE managers will provide clarification during staff meetings in **April 2015** Evaluation of all strategies will occur as quarterly file reviews are completed. January-March file reviews will be completed by May 29, 2015.

List barriers to accomplishing strategies and how to address them:

NA

Resources needed:

☐ State Clarification   ☐ IIDC   ☐ Training   ☐ Mentoring   ☐ Other: _____

Explain: NA

Stakeholder Collaboration:
QIP was discussed with SPOE managers on 3/26/15