

# Quality Assurance and the Vocational Recovery Project

## What is Quality Assurance? *“Supporting each other to deliver results that matter.”*

QA is consistently delivering desired results through proactive design and continuous improvement.

The foundation is proactive (not reactive), focuses on systems (not people), and thrives in a learning culture (not a blaming culture).

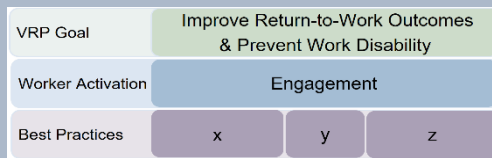
QA includes:

- *WHAT matters* - Identify what we care about and why we care. Link activities with purpose [logic model], define “quality and effectiveness”/ best practices, select an indicator of success.
- *WHAT is happening now* – Learn about current state; gather data and feedback, generate reports, and conduct quality control activities (detect and remedy problems early in the process).
- *HOW to improve* – Design future state; regularly analyze data and feedback, engage in quality improvement efforts, and implement successful ones.

## QUALITY ASSURANCE

How we support each other to deliver results that matter

*It all starts with...*



### WHAT we care about

VRCs use best practices to engage workers ...

### WHY we care

... so that ... More workers are engaged

... so that ... More workers RTW

WHAT is an indicator of success? \_\_\_\_\_

Definition:

### WHAT is happening now?

Quality Control

### HOW can we improve?

Quality Improvement efforts

| Who  | Collect data & feedback, detect and resolve problems early | Analysis | Prevent and improve |
|------|--|----------|---------------------|
| L&I  |  |          |                     |
| Firm |  |          |                     |

## The Foundation

### Proactive design

- Design processes to make it easy to consistently deliver desired results.
- Encourage early detection.
- Invest in continuous improvement.

### Systems Perspective

- Most problems are due to the system, i.e. process, rules, procedures, materials, training, beliefs, etc.
- Distinguish symptoms from root cause.
- Understand variation - Distinguish common cause and special cause. Notice center, range and shape of variation. Understand how these factors focus problem-solving efforts.

### Learning Culture

- Create trust. Cultivate respect, empathy, curiosity, meaning, joy, effectiveness, growth, gratefulness and inclusiveness.
- Drive out fear. Eliminate blame, shame, etc.
- Fail forward. View problems and mistakes as an opportunity to discover something new.