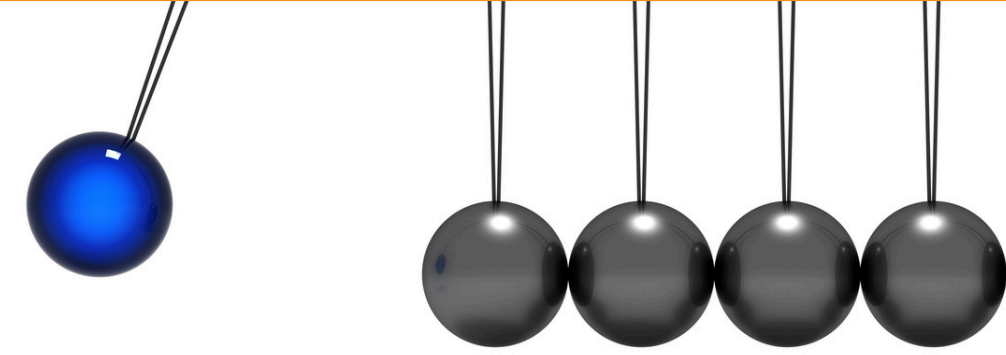**Washington State Department of Labor & Industries**

# Managing Quality Assurance

## THE ROLE OF VOCATIONAL FIRM QA MANAGERS

### DEVELOP INTERNAL QA

Firms should develop their own internal QA processes and procedures to ensure quality and service delivery

### ASSIGN REFERRALS

- Thoughtfully assign referrals to VRCs
- Manage volume of referrals
- Manage and authenticate VRC caseload and capacity
- Follow and adhere to the QA Elements per the QA Plan

### BOOTS ON THE GROUND

VRCs are the first line of help for injured workers - ensure their work is accurate and reflects the work they do

### CREATE GOALS & METRICS

- Track, verify, and report monthly QA data
- Ensure data is submitted on time
- Monitor VRC work

### DOCUMENTATION

- Ensure documentation is clear, detailed, and complete
- Progress reports and closing reports document meaningful engagement with the worker

### MONITOR SERVICE DELIVERY

- Explore opportunities with the VRC
- Review QA & billing data for accuracy
- Promote vocational recovery
- Align with work disability principles
- Coordinate coverage during outages
- Certify VRC retraining plans, ADMX, and ADMA
- Assess aged referrals for opportunities
- How many? How old?
- Can the worker move forward?
- Ask L&I for help

### VALIDATION

- Attend validation and QA Plan meetings with L&I
- Assess and identify strengths and opportunities for improvement
- Build consensus and collaborate on next steps which will be documented in the QA Plan Addendum
- Implement and operationalize activities in the QA Plan Addendum

### THE ROLE OF L&I

- L&I is required by RCW 51.32.095 to define and establish criteria for quality and effectiveness of vocational services
- Make referrals to firms
- Set quality expectations
- Monitor system-level QA data
- Verify adherence to the QA Elements
- Support firms in implementing and developing QA activities
- Hold firms accountable to ensure the health and continuity of the system

Questions?
Email VocRecoveryProject@Lni.wa.gov