

Quality Service Review (QSR)



Mission
To enrich
lives
through
effective
and
caring
services.

The QSR process results in a deep understanding of the factors affecting daily practice. As a consequence, small changes are observed in the child welfare system, one office at a time. There is an honest look at challenges and barriers to practice, at the same time producing an opportunity for growth in practice performance where improved results in child and family status can be observed.

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Presented in Collaboration with
County of Los Angeles
Department of Mental Health
&
Department of Children and
Family Services

Quality Improvement at Work

What is QSR?

A few years ago, the Katie A. lawsuit was brought on behalf of children who did not receive appropriate mental health services and were lingering in the system. The Qualitative Services Review (QSR) is the method the County has decided to use to exit this lawsuit and evaluate how well the needs of child welfare children and families are being met. In addition to this, the QSR presents opportunities for fundamental change to occur in the system of service provision.

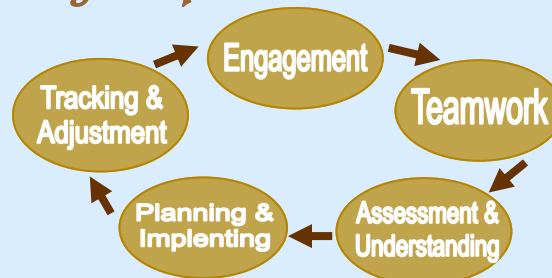
QSR is an organizational learning process offering ways of knowing what is working and not working in practice, and why. It also tests the Core Practice Model as it used in actual cases.

QSR connects results to the conditions for staff working on the frontline.

It supports teaching and learning processes that clarify expectations, provide useful feedback, affirm good work

Indicators reveals the quality and consistency of local practice.

QSR also uses local focus group/key stakeholder interviews to learn how local working conditions are affecting practice.



Who are the QSR Reviewers?

QSR Reviewers currently include child welfare experts from the Department of Mental Health and the Department of Children & Family Services staff.

How does QSR work?

QSR uses in-depth case reviews to measure key system functions such as participation, teamwork and coordination, assessment, service planning and implementation.

Key persons in the child/youth's life are interviewed, that may include: child/youth, biological parents, caregivers, extended family, therapists, teachers, pastors, coaches, substance abuse staff, etc.

It also uses story-based learning and teaching to understand what is happening and working for families.

QSR uses aggregate data patterns of qualitative indicators to reveal the quality and consistency of local practice.

What is Learned through the QSR?

Results from the QSR provide a rich array of learning opportunities for next step action and improvement. These include:

- Detailed stories of practice, results and recurrent themes & patterns observed across reviewed cases.
- Deep understanding of factors that affect daily practice.
- Patterns of child and family status and practice performance results.
- Noteworthy accomplishments and success stories.
- Emerging problems, issues, challenges, and system barriers in current practice.
- Critical input for improving local practices, working conditions and results.

“Excellence is never an accident. It is always the result of high intention, determined effort, and skilled execution.”
(Chinese Proverb)