

Webinar 1 Pre & Post-Test Answers

1. Which of the following is NOT the purpose of quality assurance? There may be more than one correct answer, so check all that apply.
 - a. Monitoring process and preventing repeat errors
 - b. **Monitoring staff workload and productivity**
 - c. Monitoring documentation and assuring compliance with regulations
 - d. Monitoring service provision and assuring compliance with the 7 Key Principles

Answer: **b**. While supervisors must monitor the workload and productivity of staff, it is not a quality assurance activity it is a required management oversight activity. A staff person can have a reasonable caseload and great productivity without providing quality services.

2. Which of the following serve as the service provider's proof that the provider provided quality services? There may be more than one correct answer, so check all that apply.
 - a. The provider's tenure and experience
 - b. **What the provider documents in the child's record**
 - c. Parent satisfaction with the provider
 - d. The published standards of care for the provider's professional field

Answer: **b**. Provider experience, or being licensed or certified, does not prove that the individual is providing quality services. A parent may be hesitant to say anything negative about the person providing services, even when the parent is not pleased with the person or the services being provided. Therefore, the only proof of the provision of quality services, and the application of the standards of care for the profession, is the documentation in the record.

3. Supervision is more likely to have an effect on the quality of services if the focus of the supervision is which of the following? There may be more than one correct answer, so please check all that apply.
 - a. The same across all staff with the same job description
 - b. Determined by the supervisee's judgment of their own strengths and weaknesses
 - c. General guidance on how to get the job done
 - d. **Informed by quality assurance findings**

Answer: **d**. A review of a provider's documentation in child records and observations of services according to the 7 Key Principles supports an objective review of a staff member's work. It allows the supervisor to note both strengths and weakness according to published standards for early childhood intervention.

4. Documenting medically necessary services conflicts with the 7 key principles.
 - a. True
 - b. **False**

Answer: **b**. Documentation of services according to the 7 Key Principles, and making the connections between the various processes of early intervention, supports the services as medically necessary.

5. How can the service provider prove they are providing quality services? There may be more than one correct answer, so please check all that apply.

- a. By documenting the connection from referral through planning to service provision
- b. By documenting the elements identified in the DARS ECI rules (40 TAC Chapter 108)
- c. By obtaining the parent's signature on the progress note
- d. By receiving payment for service

Answers: **a, b.** Documenting the connections supports the identification of needs, the development of a plan to address the needs, and the services provided to meet the needs. The ongoing needs assessment supports changes to the plan as the needs of the child and family change. The connections and plan changes provide ongoing documentation of medical necessity. The required components of documentation are identified in rules.

6. Seeking feedback from families, stakeholders, and team members regarding the quality of services should be avoided as it is establishing a dual relationship.

- a. True
- b. False

Answer: **b.** Feedback from others will help the provider identify strengths and areas that need to be improved.

7. The saying, "If you didn't document it, it didn't happen" is sound advice.

- a. True
- b. False

Answer: **a.** Documentation of all of the services, from referral through transition, is vital to the success of your program. Complete documentation, whether written or video, provides families with a complete record of their child's experience in ECI. This record may be used to support the need for future services, evaluate effective interventions and motivators, and identify child strengths and interests. Documentation of quality services also supports medical necessity, and will meet the requirements of any funding source.

8. Which of the following CANNOT be used to satisfy the state's requirement of 3 hours of supervision per quarter? There may be more than one correct answer, so please check all that apply.

- a. A supervisor and a supervisee attending training
- b. A supervisor-facilitated peer review of supervisees' documentation
- c. A supervisor and a supervisee conducting a record review and discussing strengths and areas for improvement.
- d. A supervisor and supervisees watching a supervisee's video of a service event and discussing the strengths of the session and possible alternate interventions

Answer: **a.** The three approved methods of supervision include record review, observation of service provision, and consultation. If the supervisor and supervisee engage in consultation after the training to discuss it, the consultation time would count as supervision time.