

Quality Assurance is best conducted through review of documentation combined with regular observation of staff.

*All information is documented and **legible** in the child record.*

These prompts could be used in addition to any compliance and management oversight supervision that is already being conducted

Documentation of Service Delivery

- Coaching, training, instructing of caregiver
- Modeling, hands-on intervention is paired with practice by caregiver
- Routines are addressed
- Materials in home are used
- Application of provider's professional expertise
- Content of note addresses IFSP outcome(s) identified
- Content of note matches the service identified (e.g., PT, SST)
- Service identified is on the IFSP
- Language used is understandable to the layperson (if technical language is used, a non-jargon explanation is included)
- Credentials are appropriate for the service

Documentation of Case Management

- Content of note documents identification of need or action to address previously identified need
- Frequency and modality (face-to-face or phone) of contact is consistent with the family's needs and priorities
- Monitoring contacts assess the effectiveness and family satisfaction with services
- Monitoring contacts include other service providers (including physicians) and assess the effectiveness of services
- Service coordinator offers assistance with any and all needs
- If family agrees to assistance, the service coordinator takes action in a timely manner

- _____ Parent is included in case management activities, when appropriate, to facilitate the parent's ability to access resources in the future
- _____ Significant events are relayed to all IFSP team members in a timely manner
- _____ Credentials are appropriate for the service

Documentation of Re-assessment Visit

- _____ observation of the child:
 - current, functional abilities
 - relevant to progress on all IFSP outcomes, not limited by discipline of provider
 - _____ parent reports
 - perception of child progress
 - how services are assisting parent to help child develop
 - _____ consideration of input from SST provider, and other team members
 - _____ recommendations to team about continuing services, as applicable
Reason for continuing
- OR
- _____ recommendations to team to change services, as applicable
Reason for changes