

Nebraska's HCBS Quality Improvement System

Purpose of the HCBS Waivers Quality Improvement System: *The primary purpose of the Quality Improvement System is to ensure the health and well-being of clients through continuous, client-focused monitoring and improvement by implementing and sustaining a quality improvement system.*

Key Principles:

Nebraska's Quality Improvement System is being guided by the following key principles:

- A Continuous Quality Improvement System conceptualizes a need for a close link between program design, day-to-day operations, and quality management consisting of discovery, remediation, and improvement.
- Quality improvement is most effective and efficient when it is done as close to the client as possible. The staffs at the local level are situated to efficiently and effectively discover the level of quality that is being achieved and take action to maintain or improve quality outcomes for clients.
- The HCBS Waiver Quality Staff provides oversight and support to ensure quality at the local level.
- When quality improvement is done well, it will result in an overall time and resource savings.
- Discovery provides an honest assessment of quality as a basis for improvement.
- Shared Resolutions and Quality Improvement Plans are instruments used to establish priorities and develop strategies for problem remediation and quality improvement at the local level. Sanctions, contracts, or administrative actions shall be considered only after corrective efforts are unsuccessful or fail to take place.
- The quality improvement system provides timely, detailed and relevant feedback to staff located in local agencies/offices. Statewide quality reports will be available through the DHHS website.
- The Quality Improvement System will be reviewed on an ongoing basis to adjust program outcomes and standards compliances as needed; determine the need to modify data resources or develop other methods to measure progress; and revise statewide systematic program enhancement efforts and priorities as appropriate.