# Family Team Meeting QA Process

## SAMPLE PROCESS

-30 days prior to a review the Central Office Department QA staff will pull a sample of double the cases from the case review system for each contractor per Service Area per month. The chart below reflects the statewide sample for this process

| Using the .10 Alpha level a minimum sample size pull would be 95 per quarter. Our total population is dispersed across the state as follows: Central 10%, Northern 10%, Western 10%, Eastern 40%, and Southeast 30%. With this dispersion each Service Area will be responsible for the associated percentage. 95 was raised to a sample pull of 120, which only increases our probability, in order to make the numbers evenly distribute. The following table outlines the numbers per month for everyone. | | | | | |
|---|---|---|---|---|---|
| **Sample Size** | Central 10% | Northern 10% | Western 10% | Eastern 40% | Southeast 30% |
| 120 | 12 | 12 | 12 | 48 | 36 |
| | 4/mnth | 4/mnth | 4/mnth | 16/mnth | 12/mnth |
| | B&G- 2/mnth | B&G- 2/mnth | B&G- 2/mnth | KVC- 4/mnth | KVC- 3/mnth |
| | | | | Visinet- 4/mnth | Visinet- 3/mnth |
| | | | | NFC- 4/mnth | Cedars- 3/mnth |
| | DHHS- 2/mnth | DHHS- 2/mnth | DHHS- 2/mnth | DHHS- 4/mnth | DHHS- 3/mnth |

-The period for the Sample Pull will be two months prior to the review. An example would be February 1st through the 28th for the April 2010 Review. The system will randomly pull cases out of ALL cases that are open in the system during the sample pull period.

-Names for the sample will be shared with a FTM Review Coordinator for each Contractor in each Service Area. The FTM Review Coordinator will have two weeks to consult with Service Coordinators to confirm the list. The FTM Review Coordinator will be asked to start at the top of the sample and work their way down through each name. They will also be asked to track the reasons why a name was not used in the sample. The FTM Review Coordinator will contact the Service Coordinator assigned to each case and do the following:

1.) Ask the Service Coordinator if the case is closed or is anticipated to be closed in the next 30 days. If so, the Review Coordinator would pick another case from the sample.

2.) Ask the Service Coordinator to contact the family and ask them if they would be comfortable having a QA reviewer attend their Family Team Meeting in order to assess the quality of the meeting. They would also assure the family that what is said and heard at the meeting is confidential.

* If the Family says yes, then the Service Coordinator would let the FTM Review Coordinator know that the case is confirmed for the review and also share what the logistics are for the FTM that is to be held. (If it is known at that time)
* If the Family says no, then the Service Coordinator would report that to the FTM Review Coordinator and they would pick another case.

-Once the Cases are all confirmed then the FTM Review Coordinator will report to the Central Office Department QA staff the list of confirmed cases as well as the listing of why the other names on the sample listing were not used for the Review and the dates and locations of the FTM's that are available at that time.

-Then the Central Office Department QA staff will assign cases (no more than three per reviewer and they will be assigned to reviewers that are located as close to the FTM as possible) and share that list with the QA Reviewers. The Reviewers will be asked to notify the Central Office Department QA staff within three days if there is a conflict with the cases that are assigned to them.

-The confirmed list of cases and the assigned reviewers will be shared with the Department Child and Family Services Administrator in each Service Area and each Providers FTM Review Coordinator.

-If a scheduled FTM gets cancelled then the QA Reviewer needs to contact the Central Office Department QA staff for further direction.

-If the FTM gets cancelled and it is the last week of the month then it will not be necessary to attempt to get it rescheduled for that month in order to complete the QA tool.

-If the FTM gets cancelled and it is the first three weeks of the month then it will be expected that the Central Office Department QA Reviewer work with the Service Coordinator in an attempt to get it rescheduled. If it can not be rescheduled then the QA Reviewer will need to report to the Central Office Department QA staff in charge the details of why it was not able to be rescheduled.

-If the Reviewer is ill or unable to attend the FTM because of an emergency then they will report to the Central Office Department QA staff as soon as possible and they will try to find someone to cover the Meeting. If no one is able to cover the meeting then a phone call will be made to the FTM Review Coordinator and they will be asked to call the Service Coordinator and notify them of the situation. The Central Office Department QA staff will also send an email to the FTM Review Coordinator and the Service Coordinator.

**Completed tools**

-The Reviewer will leave a copy of the written tool with the facilitator, whenever possible. The Reviewer will ask if there are immediate questions and will be prepared to discuss the tool.

-The Reviewer will set up a conference call with the facilitator and their immediate supervisor within three business days to formally review the tool and provide strengths, areas of concern, and suggestions for improvements, as applicable. The Reviewer will ensure both the Supervisor and the facilitators have a copy of the written tool, prior to the conference call. COMPLETED QA TOOLS SHOULD NOT BE FILED IN CASE FILES.

-The completed tools should be sent to the Central Office Department QA staff in each Service Area for data entry no more than five days after the FTM takes place.

-A completed tool should even be sent in if a FTM is cancelled and not rescheduled and this should be noted on the tool.

**Reports**

-The data from the completed tools will be entered in the case review system. A quarterly report will be distributed.