

 VERMONT DEPARTMENT FOR CHILDREN AND FAMILIES Family Services Division Woodside Juvenile Rehabilitation Center		<h1>121</h1>
Chapter:	Organization, Administration & Management	
Subject:	Quality Assurance	Page 1 of 2
Approved:	Jay Simons, Director	Effective: 1/14/2019
Supersedes	Woodside Policy and Procedure 121	Dated: 4/9/2012

Purpose

To outline Woodside’s Quality Assurance Program and Plan.

Policy

Woodside is dedicated to the delivery of services, treatment and programming in an environment characterized by strict conformance to the highest standards of practice. Woodside uses evidenced-based approach whenever possible in the delivery of treatment and educational services.

Woodside leadership recognizes the need for accountability, which includes preventing and detecting fraud, financial mismanagement and misappropriation of funds.

Woodside has in place a formal quality assurance program to ensure ongoing monitoring and conformance with all relevant statutory and regulatory requirements. The quality assurance program focuses, first and foremost, on the prevention of problematic practices, whether intentional or unintentional. Immediate reporting and investigation of questionable activities is required and does not result in consequences to the reporting party. Follow-up and, if needed, correction of problems, is timely when any situation occurs that puts residents, the organization, leadership, staff, funding at risk.

Procedure

The Woodside Director is ultimately responsible for the Quality Assurance Program. The Program Evaluation and Quality Assurance Specialist is the designated Quality Assurance Officer and Compliance Monitor. The Quality Assurance Specialist conducts monitoring activities and provides regular and periodic reports to the Director on all matters pertaining to Woodside’s requirements.

The Quality Assurance Specialist shall:

- Serve as Woodside’s primary point of contact for all quality assurance and compliance issues.
- Collect and be familiar with all guidelines and standards set by regulatory, accrediting and funding agencies, including but not limited to:



VERMONT

DEPARTMENT FOR CHILDREN AND FAMILIES
Family Services Division
Woodside Juvenile Rehabilitation Center

121

Chapter:	Organization, Administration & Management	
Subject:	Quality Assurance	Page 2 of 2

- Residential Licensing and Special Investigations Unit;
- Federal regulations for Psychiatric Residential Treatment Programs;
- Prison Rape Elimination Act;
- Commission on Accreditation of Rehabilitation Facilities (CARF);
- Vermont Agency of Education.
- Develop and implement an approach for monitoring these requirements;
- Monitor on a regular and consistent basis;
- Prepare regular reports to the Director, in order to provide clear communication to Woodside’s leadership;
- Annually, provide a report summarizing:
 - all allegations, investigations and/or complaints made and processed during the previous 12 months in conjunction with the quality assurance program;
 - a complete description of any correction action taken; and
 - any recommendations for changes in Woodside’s policies, procedures or practices.
- Annually, submit a quality improvement plan identifying specific quality indicators and outcomes, how each is measured, what resources are required, and whether essential indicators or outcomes should be added to the plan as they are identified.