ICF/ID Example Quality Indicators & Measures:

Indicator	Measured by	Data	Comments
Free From	Review of	14/14 Investigations reviewed were	It was noted that 7 investigations
Abuse	Investigations	thorough and appropriate	were not completed within the 5
	& Direct Care	corrective action was taken.	working day timeframe.
	Staff		
	Interview	12 Direct Care Staff interviewed	Policy was reviewed and does
		could state what to do if abuse was	not specify working days or
		suspected and gave examples of	calendar days.
		what would be considered abuse.	
Free From	Review of	4/4 Investigations reviewed were	**It was noted that 3
Neglect	Investigations	thorough and appropriate	investigations were not
	& Direct Care	corrective action was taken.	completed within the 5 working
	Staff		day timeframe.
	Interview	12 Direct Care Staff interviewed	
		could state what to do if neglect	Policy was reviewed and does
		was suspected and gave examples	not specify working days or
		of what would be considered	calendar days.
		neglect.	
Privacy	Observation	8 observations were conducted	
Protected		across shifts, no privacy concerns	4
Personal	Observations,	Locked areas observed on 6/24/12	1 staff stated he throws these
Possessions	Interview &	which included individual C's	items, so staff locked them up.
retained	record review	personal radio and hand held game.	11 other staff stated the items should not be locked. Restriction
			is not in the BSP.
Free from	Review of all	120 restraints in May 2012. All	**High number of restraints.
unnecessary	restraint data	completed in accordance with BSPs.	ingiritatibet of restraints.
physical	ABC	0 emergency restraints used.	
restraints	information		
	and BSPs		
Medications	Record	Physician orders and medications	**W312 has been cited during
incorporated	review	reduction plans were reviewed. All	the last 3 recertification surveys,
into a plan		6 records included med. Reduction	primarily related to new meds
		plans.	being prescribed with no
			updated plan. Policy states this
			is to be done with consents.
			Current process is for the SW to
			complete consents/approvals,
			the LPN to fill the prescription
			and implement the drug use and
			the QIDP to complete the
			medication reduction plan. The
			QIDP is not being notified when
			approval is obtained or when the
			drug is implemented.