

ICF/ID Example Quality Indicators & Measures Examples:

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

Please visit the National Core Indicator website for additional examples of quality indicators.
<http://www.nationalcoreindicators.org/>