

MIHP QUALITY ASSESSMENT

Overview and Benefits

GOALS

- Better **understand** quality within MIHP agencies and in relation to other home visiting models in Michigan
- Support **best practices and quality activities**
- Offer MIHP providers information to enhance **quality improvement (QI)** activities within their agency



Inform MDHHS MIHP on opportunities for **program-wide enhancements**

OVERVIEW

The MIHP Quality Assessment (QA) process consists of:



1. STAFF SURVEY

- Sent to Home Visiting staff (takes approx. one hour)
- No right or wrong answers

2. DOCUMENT AND CHART SUBMISSION

- Tracking documents used by the agency, if applicable
- Portions of 6-11 charts (for beneficiaries enrolled in 2021)

3. COORDINATOR INTERVIEW

- Conversation with MDHHS MIHP Consultant about current agency practices
- No right or wrong answers

4. DEBRIEF

- MDHHS MIHP Consultant will present the quality assessment survey (QAS) which summarizes the information gathered through previous steps. The tool used for developing the QAS is based on the Michigan Home Visiting Quality Assurance System (MHVQAS).

5. REFLECTION REPORT

- MDHHS MIHP Consultant will provide a document that allows agencies to reflect on the full quality assessment and decide whether your agency will implement a QI activity.

BENEFITS FOR PROVIDERS

GUIDANCE

Provide **guidance** regarding quality implementation in home visiting

STRENGTHS

Highlight **strengths** displayed by your agency

OPPORTUNITIES

Identify **opportunities** for improvement, with the option to initiate focused QI activities

SUPPORT

Receive feedback and **support** to guide quality improvement efforts

IMPROVE

Improve program quality, which ultimately improves outcomes for families

KEY TO SUCCESS

MDHHS will send detailed information throughout the QA process. Please thoroughly **review all emails** throughout the QA process and **encourage all home visitors to complete the survey.**



STAFF PREPARATION

Spread the word: There is **no need to prepare** before the survey, the interview, or the debrief. **This process is not designed to “test” or “judge” providers.** It is to garner information across MIHP programs and in relation to other programs.