



Quality Assurance Content

How does Sigma assure the quality of its programs?

Before each program starts, the following criteria are reviewed by clinical subject matter experts to ensure:

- enough qualified staff and therapists to service clients and apply interventions;
- adequate resources would be in place;
- overall aims and objectives are appropriate;
- the content of the program meets local, statewide and national benchmark requirements;
- the program meets CARF requirements;

How does Sigma monitor the quality of its programs?

The quality of this program is monitored periodically throughout each year by evaluating:

- external examiner reports (considering quality and standards);
- statistical information (considering issues such as relapse rates and pre/post treatment survey results);
- client feedback (satisfaction surveys)
- staff feedback (personnel satisfaction surveys)

Program teams undertake the quarterly review and enhancement process which is coordinated at the agency level and includes client participation. The process is monitored by the agency's Quality Assurance Committee.

What is the role of the Quality Assurance Committee?

This agency has a Quality Assurance committee comprising all relevant clinical staff, compliance staff, community representatives, management and others who make a contribution towards the effective operation of program services. The committee has responsibilities for the quality of the program. It provides input into the operation of the Quality Assurance and Compliance process and proposes changes to improve quality. This committee plays a critical role in devising the agency's quality assurance policy and procedures.

Who are the external examiners? What is their role?

Examples of external examiners include the Wake County Local Management Entity (LME) and/or CARF, our accrediting body. The standard of our services are monitored by at least one external examiner. External examiners have two primary responsibilities:

- To ensure the quality standard of the services;
- To ensure that services delivered are person-centered and within legal and ethical guidelines set forth by each governing body

Sigma listens to you!

The following methods for gaining client feedback are used:

- During the initial and ongoing Person Centered Planning Process
- In-treatment client satisfaction surveys
- 30-90 post discharge client satisfaction surveys
- Removal of Barriers requests
- Consumer grievance process

If there are concerns with the quality and effectiveness of services, clients are notified of the action taken through:

- One-on-one conversations
- Written correspondence
- making available the Annual Quality Improvement Plan