
	DCYF Standard Operating Procedure	
	2850.3 USE OF QA SPECIFIC CASE REVIEW DATA	
	Policy Directive: 22-38 Effective Date: August 2022 Implements Policy: <u>2850</u>	Approved:  Joseph E. Ribsam, Jr., DCYF Director

This SOP defines how Quality Assurance Specific Case Review data is documented, stored, and used.

Procedure

The following information is to support the implementation of the above referenced policy. This document shall not preclude staff from using their professional judgement based on individual circumstances, consistent with the requirements of the policy.

- I. All documentation will be saved in the restricted Quality Assurance Folder which is accessible to the following:
 - A. DCYF Director;
 - B. DCYF Chief of Operations;
 - C. Bureau Chief of Field Services;
 - D. Associate Bureau Chiefs of Field Services;
 - E. DCYF Chief of Legal, Regulatory, and Legislative Affairs;
 - F. Director of Legal Services for DCYF;
 - G. Bureau of Professional and Strategic Development (BPSD) Bureau Chief and Administrators;
 - H. Bureau of Evaluation, Analytics and Reporting (BEAR) Bureau Chief and assigned data managers;
 - I. DCYF Safety Culture Specialist; and
 - J. Clinical Services Specialist.
- II. Information obtained in the QA Specific Case Review meetings is documented by the meeting facilitator through use of the Quality Assurance Specific Case Review Log (Form 2850), which will maintain a list of all incidents referred for review.
- III. The New Hampshire DCYF QA-specific review summary is completed to capture:

- A. Family composition;
 - B. Family strengths;
 - C. Family supports;
 - D. Family challenges;
 - E. Timeline of DCYF involvement;
 - F. Strengths and areas in need of improvement within DCYF's involvement;
 - G. System influences for things that did not go well; and
 - H. QA Specific Case Review team recommendations.
- IV. The Safe Systems Improvement Tool (SSIT) – formalized tool from the National Partnership for Child Safety (copyright Praed Foundation) for assessing the influence that factors had in a case, is based on the following 4-domains:
- A. Family domain;
 - B. Professional domain;
 - C. Team domain; and
 - D. Environment domain.
- V. The QA-specific review summary and the SSIT (completed during or directly following a QA Specific Case Review meeting) may be provided to the DCYF Director (or designee), for review prior to finalization.
- VI. The identified facilitator ensures that all documentation is saved to the restricted Quality Assurance Folder upon finalization.
- VII. The QA-specific review summary and the SSIT are made accessible for review by DCYF Administration and the DHHS Associate Commissioner.
- VIII. The QA-specific review summary and the SSIT may be shared with the Office of the Child Advocate pursuant to RSA 170-G: 18, III (a).
- IX. A copy of the systems mapping tool may be shared with DCYF leadership/staff and recommendations will be tracked and monitored by the QA Specific Case Review prep team.
- X. The conclusions and recommendations of the QA-Specific Case Review team are integrated into the systems mapping process and monitored by the QA Specific Case Review prep team.

- XI. An annual presentation of themes and recommendations for policy, practice, or program changes identified through the QA Specific Case Review meetings and systems mapping meetings will be shared with internal and external DCYF stakeholders.
- XII. The de-identified aggregate data from the SSIT will be shared with the National Partnership for Child Safety consistent with the terms of the National Partnership for Child Safety technical assistance program to assist in the identification of trends at the state and national level.
- XIII. All other requests for information regarding QA Specific Case Reviews shall be directed to the DCYF Chief of Legal, Regulatory, and Legislative Affairs.

Applicable Forms	
Form	Title
2850	Quality Assurance Specific Case Review Log

Glossary and Document Specific Definitions									
A - B	C - D	E - F	G - I	J - L	M - N	O - Q	R - S	T - V	W - Z

Document Change Log			
PD	Modification Made	Approved	Date