Overview of Quality Services Review and introduction to
Human Systems and Outcomes, Inc.

The New Mexico Interagency Behavioral Health Purchasing Collaborative is instituting an assessment tool that measures the status and performance of a local system of care for behavioral health services. This is a new approach for assessing behavioral health services which historically has focused on assessing the status and performance of individual clients. New Mexico is nationally recognized for its unique opportunity for local involvement in system change through the creation of 16 local collaboratives throughout the state and more currently with its designated Core Service Agencies (CSA’s).

The Collaborative has as one of its major goals to build a consumer and family-driven system of care with local involvement in assessing needs, gaps and service priorities. The Collaborative has supported the establishment of the 16 “local collaboratives” as the mechanism for achieving this goal. To that end, the Collaborative is building capacity in local collaboratives and with CSA’s, through technical assistance, to be able to participate in and utilize system level information to improve local practice and mobilize local action. The tool we are using, referred to as a Quality Services review (QSR) allows local collaboratives to assess the status and performance of their local systems of care for behavioral health services. The Collaborative is beginning to implement a system wide assessment approach starting in the initially designated 11 CSA’s and their five local collaboratives.

The Assessment must be:
1. based on the best practice literature related to systems of care
2. based in critical components of clinical practice
3. provide information on the status and performance of a system of care
4. be geographical and population scalable
5. include a training of reviewers component
6. generate quantitative data tables
7. produce summative reports that can target systemic changes

The "Quality Services Review" model developed by Human Systems & Outcomes, Inc. (HSO), is the only systems assessment tool utilizing qualitative community-based data that provides an analysis of the status and performance of service systems. Other assessment tools target individual client status and performance which is not what is needed to support the responsibilities of the local collaboratives.

The two Principals in HSO are Ivor Groves and Ray Foster. Their core philosophical belief at HSO is the promotion of learning and leadership in educational and human services organizations. HSO partners with clients in their efforts to move their agencies forward to
meet new challenges posed by a rapidly changing environment through effective quality
assurance, training, and performance improvement strategies. Working collaboratively, HSO
assists agency administrators and frontline practitioners to know what’s working at the
service team, teacher, student and parent levels, based in part on results being achieved with
the people served. Knowledge gained is used to guide next step decisions and facilitate
actions for improving frontline practices. Because frontline performance and consistency of
special education practice are critical to success in helping local and state educational
agencies, HSO provides an array of strategies, tools, and experiences to clients who are
working to adapt their processes and improve agency performance.

The principles of HSO bring unique experience for the development and implementation of
qualitative child reviews. HSO is the innovator that created the Quality Service Review
(QSR) process that is now used in many states as a quality assurance mechanism and practice
development process. HSO possesses sole ownership of the QSR; as such, the QSR materials
that will be used are the intellectual property of HSO. A site license for use of all materials
is included in the estimate of costs that will allow the use of all developed materials for
quality assurance and practice development purposes.

HSO has assisted more than 20 states over the past ten years to design and implement the
QSR for quality assurance and practice development for both children and for adults. Some
of the other states who have implemented a QSR approach to quality include Alabama,
Pennsylvania, Florida, Wisconsin and Indiana. The reviewed service providers include:

- The Child Welfare Policy and Practice Group
  Montgomery, Alabama

- Pennsylvania Office of Child Youth and Families

- Louis de al Parte Florida Mental Health Institute
  University of South Florida

- Bureau of Milwaukee Child Welfare
  Wisconsin Department of Children and Families

- Indiana Department of Child Services