



THE UNIVERSITY OF
CHICAGO

SCHOOL OF SOCIAL SERVICE ADMINISTRATION

Quality: What is it and why we need it?

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We'll talk about...

- *What* *quality social service is?*
- *Why* *we need quality management.*



The good snacks
are for staff
only.

Really bad care can be easy to spot.

What are the Dimensions of Quality Service?

WHAT CONSTITUTES HIGH QUALITY SERVICE IN THESE FOUR SERVICE ENCOUNTERS?

Hair Cut

Buying Shoes

Coffee Shop

Applying for TANF



A Time Dimension?



PROMPTNESS

Getting Served / Getting Out

A Hassle Dimension?

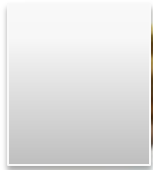
A Getting it Right Dimension



Competence

Knowledge

Execution



September 13

Finally after trying to make decisions on a job and everything falling through I got called back to work at my old school! The really good thing about it is different building different principal , I went from High School Special Ed to 4th grade regular Ed and so far so good! They had too. Many students in each of 4 classes so they opens another class and I got it.

A Human Dimension



“When we are fully engaged, we connect with, laugh with, and uplift the lives of our customers— even if just for a few moments... It’s really about human connection.” www.starbucks.com

respect

liked me as a person

warmth

culturally sensitive

positive regard

motivating

connection

An access dimension?

Got Service?



A Cost
Dimension?

Afford the service



Is quality in
the eye of the
... consumer?

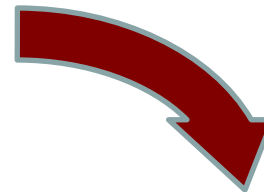
Quality Service is Service that is...

Technically proficient

Accurate Assessment

Well Chosen Evidence-Based Intervention

Technically well-delivered (fidelity)



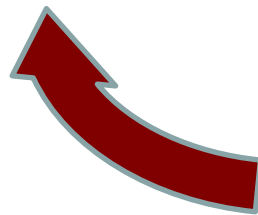
Sensitively Delivered

Culturally Sensitive

Respectful

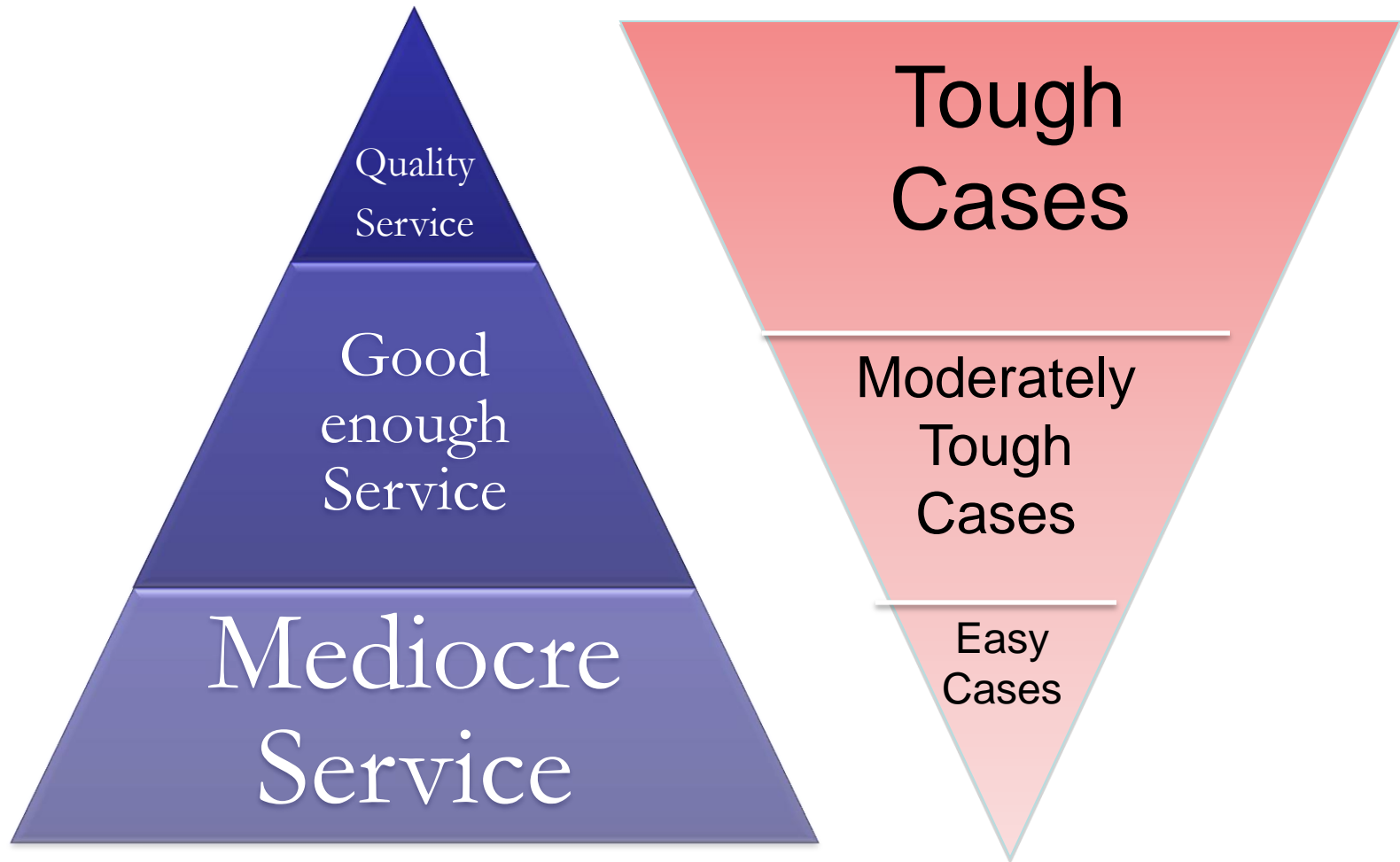
Warm, Engaging, Motivating

It's really about human connection



Megivern, D.A., McMillen, J.C., Proctor, E.K., Striley, C.W., Cabassa, L.J., & Munson, M. R. (2007). Quality of care: Expanding the social work dialogue. *Social Work*, 52, 115-124.

Quality: Why is it important?



Quality: Why is it important?

Planes take off and land at the same time on the same runway

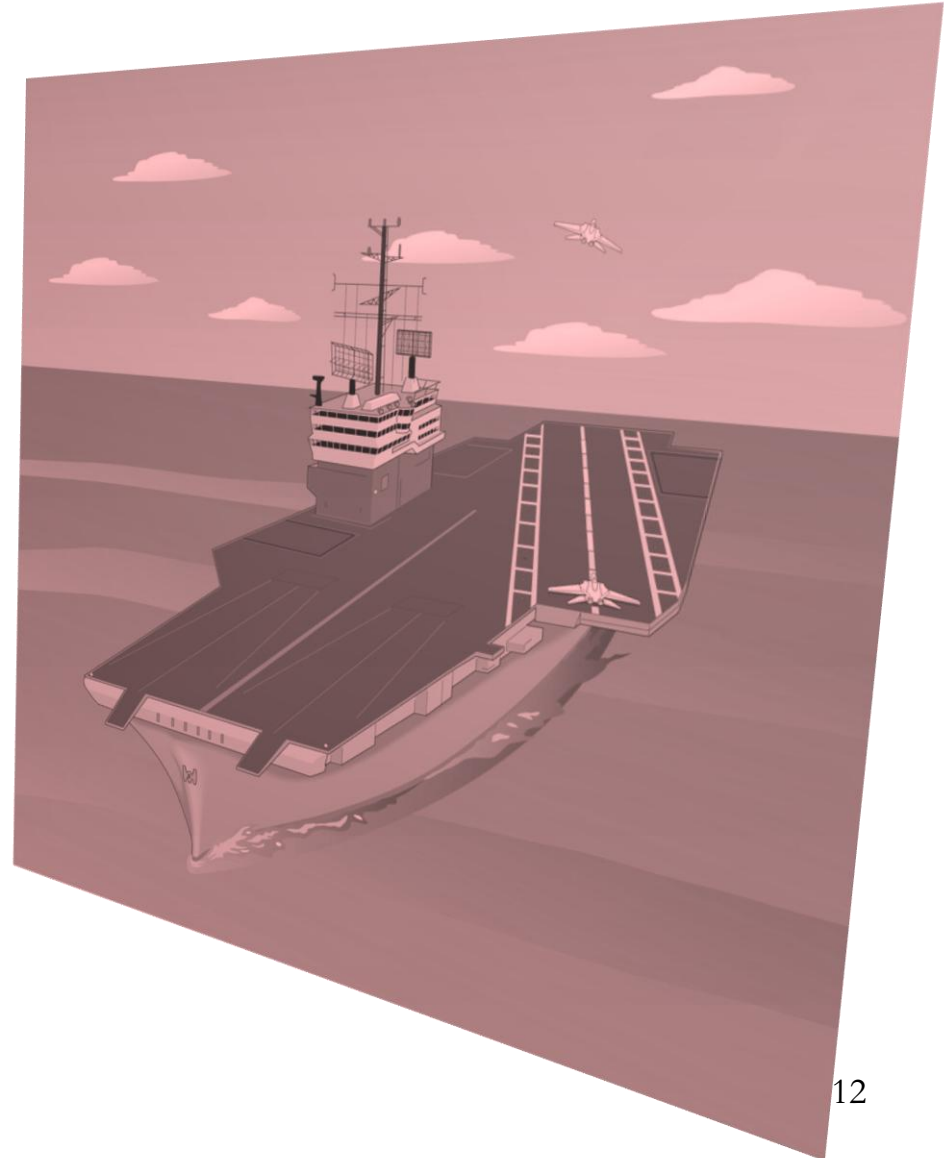
while the runway rocks side to side

with radar off to avoid detection;
Fuel the aircraft while running;

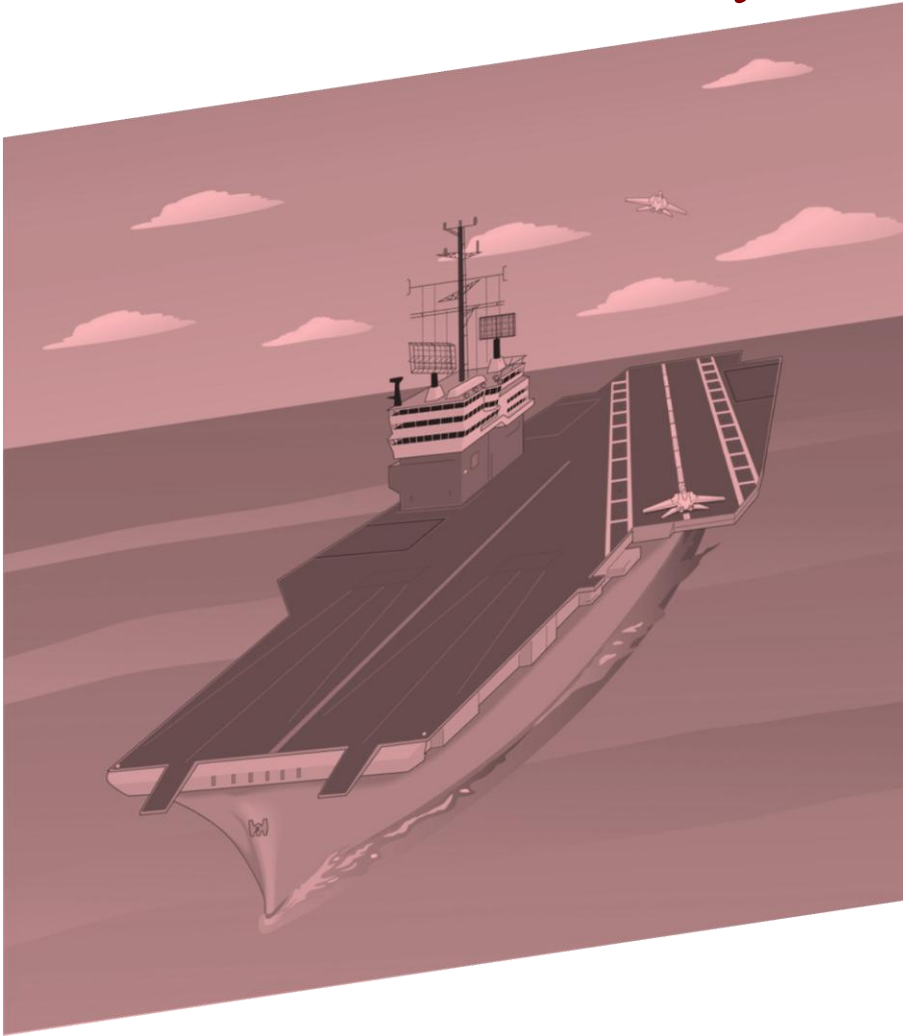
scatter live bombs around;

wet the surface with sea water
and oil;

staff it with 20 year olds.



Quality: Why is it important?



The Price of Failure is High

Crashes
Explosions
Loss of life

Cost to society: Loss of billions
of dollars of equipment

Quality: Why is it important?

All of them have histories of self-harm, violence against others, maltreatment, witnessing violence, gang involvement, runaway, school failure.

Put them together in one space 24/7, 365.

Staff the facility with people with little prior experience and pay them just over minimum wage.

Hire clinicians just out of school.



Quality: Why is it important?



The Price of Failure is High

Suicide

Staff or client assault

Sexual assault

Homicide

Death by restraint

Incarceration

Cost to society for incarceration,
lost income