

Creating a Culture of Continuous Improvement

Clinical and Vocational
Resources – Measuring and
Improving Quality in Disability
Management Programs

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Culture of Continuous Improvement – Key Components

- Feedback
- Quality Assurance
- Policy & Practice
- Organizational Engagement
- Opportunity

Feedback

- Immediate
- Open
- On-going
- Meaningful
- Individual
- Example

Quality Assurance

- Commit to Quality
- Right Resource + Right Time + Right Focus = Quality
- Multi-tiered Approach Quality Assurance Program
 - Individual
 - Team/Group/Location
 - Overall
- Identify Trends
- Identify Best Practices
- Develop Training Opportunities
- Self-Audit
- Example

Policy & Practice

- Gives Credibility to Quality Assurance
- Relationship Between Outcome and Technique
- Policy & Practice as a Standard of Best Practice
- Degree of Flexibility
 - Guidelines
 - Rules
- Example

Organizational Engagement

- Commitment
 - Learning
 - Interactions
 - New Ideas
 - Coaching
- Communication
- Sharing Ownership of Successes and Opportunities
- Example

Opportunity

- Hard Work
 - Time
 - Money
 - Resources
- Exponential Results
 - Employee Satisfaction
 - Employee Interest
 - Retention
 - Quality
 - Customer Satisfaction