

## **TRIPLE P POSITIVE PARENTING PROGRAM QUALITY ASSURANCE AND IMPROVEMENT PROCESS**

The quality assurance and improvement process is ongoing for Triple P providers who hold a CA contract. The primary goal of this process is to support providers in their implementation and delivery of Triple P.

### **DEFINITION OF ROLES**

Triple P Provider: An individual trained and accredited in Level 4 Standard, Level 4 Standard Teen, and Level 5 Pathways of Triple P and contracted through the Children's Administration to provide Triple P services to child welfare involved families.

Triple P Consultant: A consultant identified by Children's Administration who has been trained in Triple P and can offer assistance in identifying provider needs related to Triple P implementation. The consultants oversee all QA and Improvement Processes and report provider fidelity to the CA.

### **DEFINITION OF TERMINOLOGY**

Quality Assurance - A system to ensure model fidelity.

Pre-service Training (Establishing Initial Competence) To become a Triple P practitioner, individuals must complete a pre-service Triple P America accredited Triple P training. Practitioners must complete accreditation. This process includes a training event in which they demonstrate core intervention competencies and respond to a written quiz. This occurs 6-8 weeks post training and a Triple P accredited expert trainer determines provider competence in program delivery using a standardized procedure.

New Practitioner Staffing: After accreditation, practitioners are required to attend monthly consultation calls and are required to successful staff one CA case with the consultant, within 6 months of being certified. Staffing includes, but is not limited to, presenting information to the consultant on 3 individual calls that focuses on assessment and treatment planning, progress of service delivery, and case closure of one family.

Accredited and Staffed Practitioner: After accreditation and CA Staffing practitioners are required to 1) participate in a monthly peer support meeting; and 2) participate in a monthly consultation call with a Triple P consultant. The Triple P consultant will support practitioner's compliance with participation in activities related to the fidelity requirements for Triple P as well as fostering a collaborative discussion on delivering Triple P with Washington child welfare. This will be reported to the CA on a monthly basis. If a provider does not participate in these requirements outlined for Triple P, a Performance Improvement Process will be initiated to provide implementation supports and/or address any fidelity concerns.

Experienced Triple P Provider: An individual trained and accredited, who has participated in monthly consultation calls for 2 years and approved by the CA regional program lead to move to Experience Provider status. Experienced Provider status is not a permanent designation and maybe changed due to fidelity concerns.

**Performance Improvement Process:**

A *Technical Assistant Support Plan (TA)* will be implemented if a practitioner does not meet consultation model requirements for compliance or competence. The Triple P consultant will identify behaviorally specific goals for achieving fidelity. The TA plan can last up to 3 months.

A *Formal Improvement Plan (FIP)* will be implemented if the practitioner does not reach fidelity within the 3 month TA plan time period. CA will be notified at this time and CA will initiate a concurrent internal action plan. Formal improvement plan will contain behaviorally specific goals for achieving fidelity. If, after 6 months, provider does not meet requirements as set forth in improvement plan, CA will be notified and will initiate its own decision making process re: provider contracting.

**A. Triple P Provider On-Going Requirements**

Following initial training and accreditation, CA Triple P contracted providers are required to participate in the on-going quality assurance process outlined below throughout their time as a CA contracted provider.

<b>POSITIVE PARENTING PROGRAM (TRIPLE P) REQUIREMENTS</b>		
<b>Activity</b>	<b>Quality Assurance Requirements</b>	<b>Who is Responsible</b>
Initial training/case consultation	<ul style="list-style-type: none"> <li>• Complete certified training course</li> <li>• Implementation of Triple P in the workplace, including development of peer support networks</li> <li>• Gain access to Triple P Provider Network</li> </ul>	Triple P Provider
Documentation of knowledge/skill acquisition	Completion of accreditation session, including required competency demonstrations and passing required quizzes  Completion of CA staffing process.	Triple P Provider CA EBP Regional Lead Triple P Consultant
<u>Ongoing Consultation, Training &amp; Coaching</u>		
Intra-agency consultation procedures	Participation in X1/mo. peer group supervision, must attend 75% of meetings (minimum 9/year).	All Triple P Providers
Accredited and Staffed Practitioner	Attend at least 75% of monthly consultation calls. If attendance drops below 75% then must submit remediation plan within 2 weeks. If 'make-up' sessions are needed,	Triple P Provider Triple P Consultant

	practitioners can join other consultation group.	
Experienced Triple P Practitioner consultation	Attend at least 3 monthly consultation calls yearly.	Triple P Provider Triple P Consultant

### B. Performance Improvement Process

**As Needed:** If provider assessment does not meet the standards around competence or compliance, the Trainer/Consultant will initiate a performance improvement process.

<b>POSITIVE PARENTING PROGRAM (TRIPLE P) REQUIREMENTS</b> Key: CA = Child's Administration; C= Consultant		
<b>Activity</b>	<b>Quality Assurance Requirements</b>	<b>Who is Responsible</b>
<u>Performance Improvement Process</u>		
<b>Technical Assistance Support Plan</b>	If quality of self-assessment is substandard, consultant will provide individual coaching. If the provider's responses continue to be substandard, provider submits remediation plan within 2 weeks. A Triple P consultant provides individual calls X1/month for up to 3 months. Re-assess competency at that time. For consult calls, if attendance drops below 75%, providers submit remediation plan within 2 weeks. Will be monitored every month for up to 3 months.	Triple P Provider Triple P Consultant
<b>Formal Improvement Plan</b>	If compliance or competence continues to be substandard, practitioner must submit formal improvement plan to consultant. Considered "on probation" and will have individual calls x1/mo. for up to 3 months. Then consultant will reassess. The CA will be notified of the plan and will initiate a concurrent internal compliance plan.	Triple P Provider Triple P Consultant CA EBP Regional Lead