QA VIDEO REQUIREMENT

PURPOSE:

There are two goals to the QA video process.

* To be used as a self-assessment and learning tool for each provider. By reviewing the video and filling out the reflection form, each provider is looking at their strengths and weaknesses and can decide what skills they would like to improve on as well as celebrate the skills that they have mastered.
* To be used as a way of monitoring the quality of the work that each provider is producing with the families.

WHAT IS REQUIRED?

* One recorded session (at least 30 minutes long) due every fiscal year. If you prefer to do an hour, that’s great because then we can see how you start your session and end it too.
* When you have your video, you need to watch it and then fill out the new reflection form called Key Indicators that is included in this email. When it comes to the reflection part you can write those answers out on another sheet of paper or on the back of the form. Once you have completed the form you will get the video and the form to Jeremi, Kristin or Carrie.
* Your video will be watched and then we will fill out the same Key Indicator form.
* You will be contacted to set a time to review the information together with the person that reviewed your video. This can be face to face, WebEx, face time or by a phone call. Each provider will create a goal or two that they would like to focus on based on their thoughts about the feedback and discussion at this time.
* If you are a staff person, the video will be reviewed by Jeremi and your team leader.

HELPFUL HINTS:

We want you all to be successful with this requirement and also want to decrease the stress that people feel when doing these recordings.

* Don’t worry too much about the quality of the recording. Find a place to set up the phone/camera and then just forget that it is on. When the recording is being reviewed, it is nice to see you interact with the family but if you end up moving out of the shot, then we rely on hearing what it going on.
* If it is too hard to do this yourself, then ask someone else on your zone, or your team leader or provider support for help.
* You can take several videos and pick out the one you like best. Or some people like to take a video of their most challenging family to get more support.