



Quality Service Review (QSR) and You

Using Your Voice to Improve Services

What does the QSR do?

- Evaluates the quality of person-centered care and services you receive in the integrated settings
- Provides an opportunity for you and your family to give feedback on the services you get

What does the QSR look at?

- If your Individual Support Plan (ISP) includes your goals, needs, and supports
- If your staff know about your goals and what is important to you



What is involved?

- Reviewer will meet with you, your family, your staff, and support coordinator
- No questions are required to be answered (your choice to respond or not), and interviews are conducted in private, unless you choose to speak with the reviewer with your staff present



What type of questions will we ask you?

- If you are happy with services and staff
- If you are happy with where you live and who you live with
- If you are able to do things in the community that you like and want to do, with the people you enjoy doing them with
- If you feel safe