



Iowa Department of Human Services
Division of Results Based Accountability
BUREAU OF QUALITY ASSURANCE & IMPROVEMENT

Mission

The mission of the Bureau of Quality Assurance & Improvement is to assist all areas of DHS to provide services and programs in a quality, appropriate, safe, respectful, and cost-effective manner with a focus on continuous improvement and the use of Lean tools to achieve results for the individuals and families served.

Vision

The culture of quality improvement is embedded within all staff across the department who continually examines practice and results and looks for opportunities to improve results and deliver services more efficiently and effectively.

3 to 5 Year Goals for Quality Assurance & Improvement

- Goal 1. The Bureau will take a lead role in developing and bringing continuous improvement and Lean models and approaches to use across DHS to assist all areas to achieve improved consistency of customer results, improved employee performance, and streamlined, efficient and effective business/work processes.
- Goal 2. The Bureau will provide support to expand the use of continuous improvement and Lean tools and projects across DHS creating a Bias for action and change.
- Goal 3. DHS will develop Quality Improvement & Lean experts outside the Bureau of Quality Assurance & Improvement that can be called on to participate in and lead improvement projects.
- Goal 4. The Bureau will develop and provide tools and resources to simplify and streamline work processes to improve value to customers.
- Goal 5. Before DHS undertakes information system improvements, the work processes associated with the project will first undergo a Lean Kaizen review and streamlining project.