

Regulatory Compliance & Program Quality Grid Model: Technical Research Note

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Depicted below is a regulatory compliance grid model showing the relationship between regulatory compliance (RC) and program quality (PQ).

An explanation of the below chart will demonstrate how regulatory compliance and program quality in human service facilities interact. The horizontal blue axis depicts the various levels of regulatory compliance while the vertical green axis depicts the various levels of program quality of facilities. It ranges from 1-5 or low to high for each axis. The red "X's" represent the relationship that has been identified in the research literature based upon the theory of regulatory compliance in which there is either a plateau effect or a downturn in quality as regulatory compliance increases. The one italicized "X" is an outlier that has also been identified in the research literature in which sometimes (it does not happen often) low compliant programs really are at a high quality level.

It is proposed in order to mitigate the plateau effect with regulatory compliance and program quality standards because regulatory compliance data distributions are severely skewed which means that many programs that have questionable quality are being included in the full (100%) compliance domain. When regulatory compliance standards are increased in their quality components this will lead to a higher level of overall quality as depicted in the "XX" cell all the way on the lower right. It also helps to mitigate the severe skewness in the regulatory compliance data distribution. The data distribution does not approximate a normally distributed curve which is the case with the program quality data distribution.

Regulatory Compliance x Program Quality Grid Model

PQ/RC ->	1 Low	2 Med	3 Substantial	4 Full 100%	5QualityAddons
1 Low	XXX				
2		XX			
3 Med			XX	XXX	
4			XX	X	
5 High	X				XX

By utilizing this model, it helps to deal more directly in taking a non-linear relationship and making it linear again when comparing regulatory compliance with program quality. This model provides a theoretical approach supporting what many state licensing administrators are thinking from a policy standpoint: add more quality to health and safety rules/regulations. This grid/matrix also depicts the three regulatory compliance models: Linear, Non-linear, and Stepped.

Theory of Regulatory Compliance Models

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Three models are presented here which depict the theory of regulatory compliance as it has evolved over the past four decades. Initially, it was thought that there was a linear relationship between regulatory compliance and program quality as depicted in the first line graph below (see Figure 1). As compliance increased a corresponding increase in quality would be seen in the respective programs.

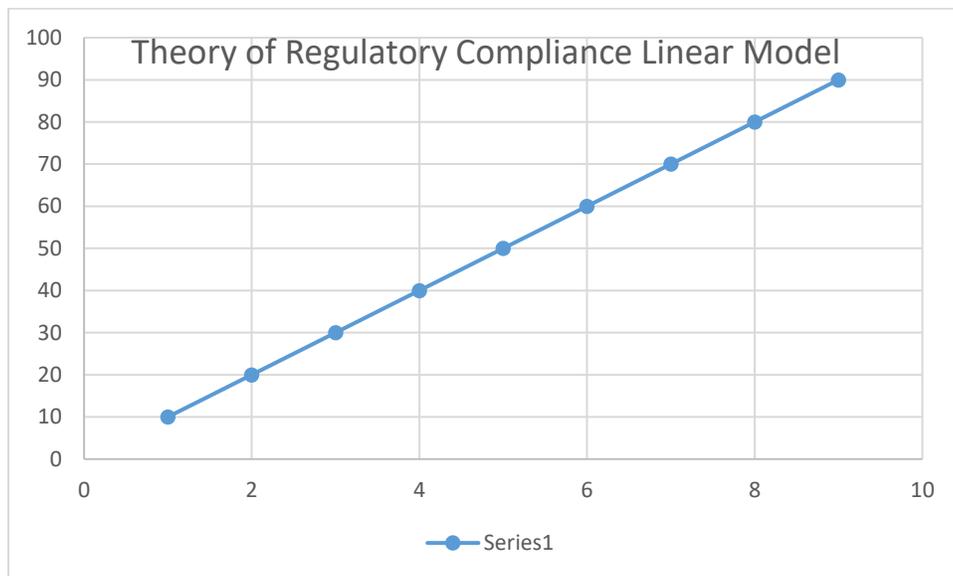


Figure 1

This initial graphic needed to be modified because of various studies conducted in order to confirm this regulatory compliance theory. It was discovered that at the lower ends of regulatory compliance there still was a linear relationship between compliance and quality. However, as the compliance scores continued to increase to a substantial level of compliance and then finally to full (100%) compliance with all rules, there was a corresponding drop off in quality as depicted in the second line graph below (see Figure 2).

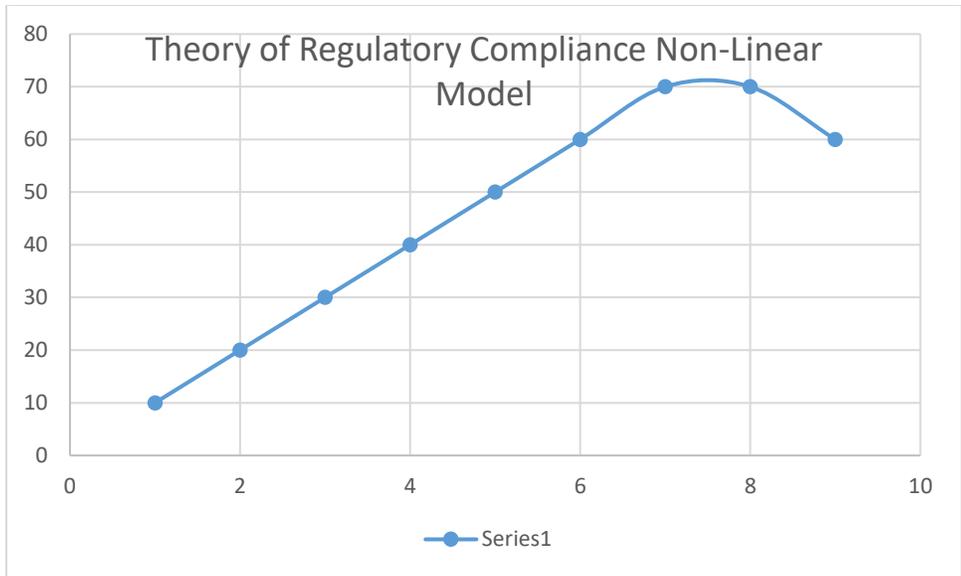


Figure 2

This Non-Linear Model has worked well in explaining the Theory of Regulatory Compliance and the studies conducted for the past three decades. However, the most recent studies related to the theory appear to be better explained by the latest proposed model in Figure 3 which suggests using a Stepped Model rather than a Non-Linear Model. The Stepped Model appears to explain more fully how certain less important rules can be significant predictors of overall compliance and quality.

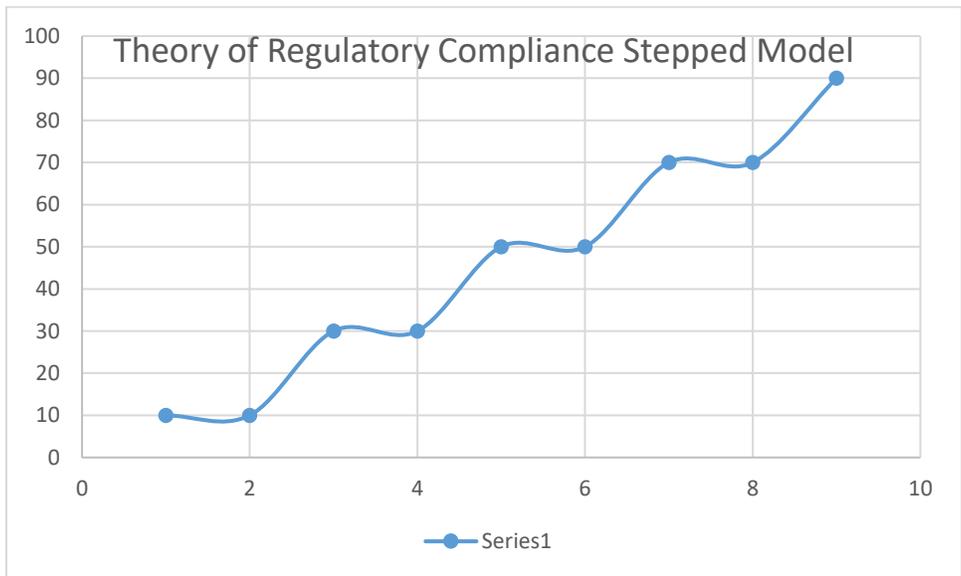


Figure 3

This last model has more flexibility in looking at the full regulatory field in attempting to find the “predictor” or right rules that should be selected as key indicators. It is about identifying those key indicator rules that move the needle from one step to the next rather than focusing on the plateau. So rather than having just one plateau, this model suggests that there are several plateaus.

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