Regulatory Compliance & Program Quality Grid Model: Technical Research Note

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Depicted below if 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 italized "*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.