



Title: Policy and Procedure	Page: 1 of 1
Section: 6 QUALITY OUTCOMES/PERFORMANCE IMROVEMENT	Date: June 1, 2018
Policy: HH6-1A performance improvement [PI] program.	Replaces: December 1, 2017

'Policy: To provide a written policy and procedures that develops, implements and maintains an effective ongoing organization wide performance improvement [PI] program. PI tools will be developed to measure, analyze and track quality indicators. This will include but not limited to adverse client/patient events and all other aspects of performance that enable the organization to assess processes of care services and operations.

- A. Identifying the problem – from observation/documentation of performance issues.
- B. Developing a plan of action, which establish specific, measurable improvement goals regarding performance issue.
- C. Follow-up- uses metrics established in the performance plan specific to issue to measure progress in meeting target.
- D. Take action to improve care related to specific issue.

Compliance as evidenced in:

- written policies and procedures/PI plan
- PI reports and/or documentation
- Observation

Departments Involved in Development: Board of Directors, Compliance Committee, Legal Counsel  
Reviewed by Executive Board and approved by the Board 6/1/18  
Reviewed by Compliance Officer and approved 6/1/18  
All previous versions are obsolete