



**Policy Series:** 800: Quality Management

**Name** **Performance and Quality Improvement (PQI)**

**Policy Number** 804

**Origination Date** 11/1/2013

**Revision Date:** 7/1/2018

**Regulation** N/A

**Attachments** None

**Policy:** It is the policy of Communities Connected *for Kids* to create a system of an organization-wide Performance and Quality Improvement (PQI) performance program advances efficient, effective service delivery and achievement of strategic and program goals.

**Purpose:** To promote a culture that values service quality and continual efforts by the full organization, its partners, and contractors to achieve strong performance, program goals, and positive results for service recipients.

**Procedures:** Communities Connected *for Kids* sets forth expectations and broad goals that merit ongoing monitoring.

Communities Connected *for Kids* promotes quality by using short-term and annual plans for strategic planning evidenced by the Quality Management Plan, Monitoring Manual, Strategic Planning and our System of Care.

Communities Connected *for Kids* encourages service delivery processes that have been shown to contribute to positive outcomes focusing on customer satisfaction and recognizing contributions to performance and quality improvement of the staff.

The Communities Connected *for Kids* Quality Management Plan allows quality measures to be positioned and measured for compliance, implementation and service delivery.

Communities Connected *for Kids* encourages the use of communication of quality information to make improvements through-out the organization and provide information useful for improving programs and practice.

All staff and stakeholders receive training and support that increases their capacity to participate in, conduct and sustain performance and quality improvement activities. Information on the PQI framework and functions within the organization, survey results



and service delivery will be distributed in the new board member packets and through Human Resources.

Approved: Carol Deloach

Carol Deloach, CEO

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