

QUALITY MANAGEMENT POLICY

Policy:

Our agency believes in fostering ongoing improvement of the organization's performance through performance improvement quality assurance (PI/QA) program. It is the policy of the agency to have in place a program to measure performance and quality of service delivery.

Procedure:

The agency believes that performance improvement/quality assurance is designed to determine the quality of care homecare participants receive, utilizing methods of evaluating these services provided by the professional staff. Quality is defined and measured in terms of participant outcomes. This agency believes every participant is entitled to optimum level of and its employees should be motivated toward achieving such care. Employee motivation is nurtured by management staff supportive of excellence, fiscal accountability and positive change. Committees monitor, trend and manage outcomes in the PI/QA program.

PI/QA Committee

The PI/AQ Committee will be comprised of the Board of Managers, Administrator and line supervisors and will meet quarterly to review information gathered and discuss results and processes of the Company's services, including specifically under the Waiver Programs. This Committee focus on and analyze the quality of services being rendered to consumers/Waiver program participants and analyze outcomes. The PI/QA Committee will also review consumer complaints and any incidents that are more serious than general consumer complaints.

This Committee will also solicit and consider feedback and input from the Company's direct care workers with respect to services being rendered, outcomes as well as safety issues of participants and employees.

The Committee will endeavor to identify any flaws with respect to its operations and, specifically, the services being rendered to consumers, and continually endeavor to improve its services to consumers.

Program Goal

To assure all available resources are used to provide each participant the best care possible. To evaluate participant care in terms of outcomes, identify any deficits in care, correct deficits with appropriate actions, and evaluate the effect of the correct action.

Program Objectives

1. To monitor and evaluate the quality of participant care, delivered at optimal level and in a safe manner.
2. To develop and utilize standards to monitor and evaluate professional practice and agency service to participants.
3. To utilize the participant record as a source of information reviewing 10% of the records of the overall caseload (active and discharged) to identify the quality of participant care; identify

- deficits in care, set up of corrective action and evaluate the effectiveness of these corrective actions.
4. To design a method of problem identification, assessment, solution and evaluation of corrective action.
 5. To develop a system of documenting quality assurance activities as well as documenting the results of these activities and submitting these results to the appropriate person/committee.
 6. To provide a method of identifying and the integration of risk management utilization review and other activities as a means of providing comprehensive PI/QA program.

Program Integration

All staff members of the Company are committed to the Company's PI/QA program. This program focuses on monitoring and evaluating all activities, functions, and standards relating to participant care, education, and administration of participant/service outcomes.

Quarterly summaries of all activities including record reviews will be reported to PI/QA committee by all subcommittees. Summary reports will be presented to the PI/QA Committee. Recommendation by this committee will be made to the administrator and Governing body for review.

PI/QA Meetings

1. Will be held the first Tuesday of the month at the beginning of each calendar quarter
2. Any critical incidents will be reviewed
3. Feedback regarding any possible suggestions for improvement or interventions for the prevention of critical incidents in the future.
4. Documentation of all outcomes from such meetings will be kept in a PI/QA Binder and reviewed annually by management

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