

NWF Health Network Policy & Procedure

Series: 800: Performance and Quality Improvement
Policy Name: Performance and Quality Management
Policy Number: 800
Origination Date: 2/2/2009 **Revised:** Board Meeting of 12/14/2023
Regulation: 216.013, F.S.
Referenced: NWFHN OP 800-801, Performance and Quality Improvement Process
Referenced Document:
800-800 x 1, Annual Quality Improvement Plan

Policy

It is the policy of NWF Health Network (NWFHN), to implement Performance and Quality Improvement processes to address performance and quality control, assurance, and continuous improvement.

Procedure

- A. Responsibility for and Commitment to Performance and Quality. As the Network Lead Agency, NWFHN is responsible for overall system performance and for attaining outcomes for children, adults and families consistent with state and federal mandates. To meet that responsibility, NWFHN is committed to:
1. Working collaboratively with community stakeholders to:
 - a. Define the indicators of success;
 - b. Establish and maintain a quality management data collection and reporting system;
 - c. Periodically review performance and institute changes at the system and case levels.
 2. Collecting satisfaction data from key system stakeholders to identify and remedy areas of in need of improvement.
 3. Issuing an annual report to the community. This report will be posted on the agency website and shared with community stakeholders.
 4. Utilizing a program-specific data collection system to support performance and quality management. The data collected will be analyzed as appropriate to support organization-wide planning and performance and quality improvement.
 5. Tracking client outcome data consistent with the federal Adoption & Safe Families Act (ASFA), contractual requirements and other key outcomes. The outcome data will be reported to NWFHN's Senior Management Team, Board of Directors, and associated sub-contractors.
 6. Identifying, assessing, and sharing data regarding overall system performance as described in other NWFHN Performance and Quality Improvement policies. System performance indicators address access, quality, efficiency and effectiveness of services and program operations.
 7. Ensuring comprehensive, effective continuous quality improvement activities that adhere to community standards of care and state requirements.

NWF Health Network Policy & Procedure

8. Using risk management data to support the protection of clients and families and enhance Network services.
- B. Performance and Quality Management Processes
1. NWFHN's performance and quality management processes are designed to perform ongoing assessments and make continuous improvements.
 2. Processes include:
 - a. A plan for performance management and quality assurance that is inclusive of our lead agency, subcontractors, providers and stakeholders.
 - b. A plan for continuous improvement that is clear, concise, accurate and provides direction for end users and management.
 - c. Continuous oversight and evaluation of safety, permanency and child well-being case practice.
 - d. Reviewing subcontractors' practice and performance related to quality standards and practice and performance expectations.
 - e. Reviewing internal processes for compliance with contract requirements, statute, rule, regulation, and policy.
 - f. Managing activities related to the Agency's accreditation as a Network Administrator of human services.
 3. The Agency's Continuous Quality Improvement Plan will:
 - a. Be reviewed at the beginning of each fiscal year and revised (as necessary).
 - b. Be shared with the agency's Senior Management Team, sub-contractors and other stakeholders.
 - c. Will address state requirements as indicated by contract.