

NWF Health Network Policy & Procedure

Series:	700 Contract Administration
Policy Name:	Fidelity Monitoring Policy for Evidence-Based Programs
Policy Number:	721
Origination Date:	10/23/2025
Regulation:	A-1.1, A.1.1.2, and A1-8
Referenced:	NWFHN Standard Contract

Policy

This Policy establishes the requirements, procedures, and accountabilities by which Northwest Florida Health Network (“NWFHN”) ensures that all contracted evidence-based programs (EBPs) are delivered with fidelity to their validated models.

Procedure

This Policy applies to:

- All network service providers under contract with NWFHN to deliver EBPs
- All NWFHN staff responsible for contracting, quality oversight, or the provision of technical assistance related to EBPs

Definitions:

- Evidence-Based Program (EBP): A program whose effectiveness is supported by rigorous research, either through inclusion in a recognized registry or by peer-reviewed evaluations demonstrating statistically significant positive outcomes without adverse effects.
- Fidelity: The extent to which an EBP is implemented as intended by its program developers, measured against established model specifications.
- Fidelity Monitoring: The systematic collection, analysis, and review of data to assess and document adherence to program model specifications, using standard tools such as facilitator logs, observation checklists, and training records.

The roles and responsibilities of the NWFHN Regional Program Administration is develop and periodically update fidelity monitoring procedures. Review and interpret aggregated fidelity data. Approve and oversee corrective action plans. They will also provide model-specific training, consultation, and technical assistance and conduct or supervise fidelity observations and audits.

The roles and responsibilities of the Contract Manager are to embed fidelity requirements and reporting schedules into provider contracts and track receipt and completeness of fidelity submissions

It is the responsibility of the network service provider to implement EBPs in strict accordance with model standards. Maintain comprehensive fidelity documentation and submit fidelity reports on the schedule specified in the contract. It is the responsibility of the network service provider to ensure staff are provided with initial training and any supplemental training required by the model.

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Prior to contract execution, NWFHN shall verify each program's eligibility by reviewing documentation of research support, alignment with target populations, and availability of required training resources.

Network Service providers submit facilitator logs on a quarterly basis, detailing session activities, any adaptations undertaken, and challenges encountered. Providers shall maintain records demonstrating that all staff have completed developer-approved training and achieved competency in post-training assessments.

NWFHN shall conduct, at minimum, one site visit annually or upon a risk trigger, utilizing standardized fidelity checklists to evaluate program delivery.

NWFHN shall compile and analyze fidelity metrics across all providers to identify network-wide implementation trends, fidelity gaps, and training needs.

Providers shall submit all fidelity materials—including logs, observation summaries, and training records—according to the schedule defined in their contract. NWFHN shall complete its initial review of each submission within fifteen business days of receipt. Any fidelity domain score falling below eighty percent shall trigger a corrective action plan that specifies:

- Deficiencies identified
- Remedial steps to be taken
- Responsible parties
- Completion deadlines

The provider will prioritize and develop refresher training, and peer-learning opportunities.

A subsequent fidelity observation shall occur within sixty days of corrective action plan initiation to verify remediation.

NWFHN Regional Program Administration shall convene semi-annually to

- Analyze aggregated fidelity data and identify common implementation challenges
- Update fidelity monitoring tools and procedures in response to stakeholder feedback and evolving best practices

All fidelity-related materials—including session logs, observation checklists, fidelity reports, and corrective action documentation—shall be retained in the NWFHN Monitoring Database for a minimum of five years. All client-level data shall be managed in strict accordance with applicable confidentiality and privacy regulations.

This Policy shall be reviewed at least annually or upon substantive changes to evidence-based practice requirements, registry criteria, or relevant state or federal regulations. Any amendments shall require approval by the NWFHN Executive Leadership Team prior to implementation.