

**Branch-Hillsdale-St. Joseph Community Health Agency
POLICY AND PROCEDURE MANUAL**

SUBJECT: Quality Improvement Planning

Effective date: February 26, 2009

I. PURPOSE:

Establish a quality improvement strategy to improve service delivery and program quality.

II. BACKGROUND:

III. REFERENCES:

A. Public Health Improvement Plan

B. Public Health Standards

IV. POLICY:

- A. Long range Quality Improvement issues will be identified/evaluated every three years during the Agency Strategic Planning process.
- B. At a minimum, all programs will be evaluated annually, using specific evaluation criteria and/or tools. (Minimum Program Requirements, established guidelines, industry standards, best practices). Program evaluation will solicit input from all staff.
- C. The Administrative Staff will review identified Quality Improvement goals on an annual basis. Top priority improvement goals will be incorporated into annual program plans (Agency Action Plan). A goal is a broad purpose. For the Branch-Hillsdale-St. Joseph Community Health Agency, goals will be structured around the Michigan Public Health Code, the Environmental Health Code, the Comprehensive Planning Budgeting and Contracting agreement with the State Health Department, the Minimum Program Requirements of all accredited programs and with existing best practice standards for performance.
- D. Objectives will be established for each goal on an annual basis and detailed in the Agency Action Plan. An objective is a specific statement that describes what is to be achieved by the objective and how it will be done; the division charged with accomplishing the objective and includes a timeline for completion.
- E. Objectives will be organized and assembled for Board review and subsequent approval annually. Upon approval, goals and objectives will be shared with all staff.

1. The Agency Action Plan will be the tool used for the Annual objective review.
2. Annually, the status of each objective will be determined. Challenges that may have hindered the accomplishment of the objective will be identified and a modification of the performance objective will be established for the ensuing fiscal year. Items that are identified by the department as necessary for State Accreditation or critical to the health and/or safety of our citizens or staff will have established correction timelines and staff assigned to overseeing the completion/correction.
3. The Branch-Hillsdale-St. Joseph Community Health Agency Board of Health will be presented with the results of the annual review of objectives and goals. Results of the annual review will be shared with all staff.

V. Annual Goals and Objectives Review Instrument

- Agency Annual Action Plan
- Agency Action Plan – Year End Report

VI. Annual Review Procedure

Action plan goals and objectives reviewed and evaluated annually.

- Action(s) to be taken:

- Staff responsible:

- Date for completion: