



Policy Number:

15

Effective: May 1, 2008

Revised:

Subject: Performance Improvement System

POLICY:

- I. CCDDR's Service Coordination program will provide customer-driven services resulting in consumer satisfaction and improved service delivery performance.
- II. Measures of effectiveness, efficiency, access to services, and satisfaction with regard to the Service Coordination program will be collected and evaluated to determine the impact of services on our consumers' lives; facilitate performance improvement; assist in program planning and direction; and promote appropriate utilization of resources.
- III. Performance improvement information collected will be done so in accordance with applicable State and Federal guidelines, and confidentiality will be maintained.

PROCEDURES:

- I. CCDDR staff determines and utilize a consistent approach for the development of performance measurement indicators in collaboration with consumers, family members, board members, and other community stakeholders.
- II. The format for describing the objectives, measures, data, results, and implications will be standardized throughout the organization.
- III. The performance improvement system (PIS) includes at least one measure of effectiveness, one of efficiency, one of service access, and measures of satisfaction of the active consumers and follow-up after discharge with consumers, in addition to the satisfaction of stakeholders.
 - A. All indicators/methodologies will be recorded on a Performance Improvement Grid.
 - B. Definitions for these indicators follows.
 1. **Effectiveness.**

At least one indicator of effectiveness will be chosen each year for the Service Coordination program. For Service Coordination programs, effectiveness indicators typically involve how well the Outcomes and Action Steps identified in each consumer's Person Centered Plan have been implemented, and if these objectives have been met within the plan year. In general, if the Outcomes and Action Steps within the plan accurately reflect the consumer's identified habilitation and service

needs and desired life objectives, accomplishing the Outcomes and Action Steps should indicate effectiveness of services.

2. **Efficiency.**

At least one indicator of efficiency will be chosen each year for the Service Coordination program. Efficiency indicators should be information that managers need in order to make programmatic decisions. Efficiency indicators will involve cost, utilization, and access to services or productivity of staff.

3. **Service Access.**

The Service Coordination program will annually choose an indicator that is appropriate to the program's history and operations concerning service access. Access indicators may include wait time to begin services after referral or intake, wait time to receive an initial appointment, time spent on waiting lists, and telephone answer rates.

4. **Consumer Input.**

Input will be collected through consumer satisfaction surveys that are anonymous and standardized throughout the system. Consumer satisfaction surveys will be sent to all active consumers and/or their legal representative after the annual plan meeting. A return envelope will be provided along with the survey instrument.

5. **Stakeholder Input.**

Stakeholder satisfaction will be obtained annually via a short survey instrument. Questionnaires will be mailed to board members, affiliated community agencies, CCDDR staff, referral sources, and funding sources, along with a cover letter explaining the purpose of the survey.

6. **Post-Discharge Follow-Up.**

Follow-up information collection will be attempted by a mail-in survey for those consumers who have been discharged from CCDDR Service Coordination services.

IV. The Executive Director in collaboration with agency staff and the Board of Directors will determine and approve all performance improvement indicators.

V. Compilation of all performance improvement information/results will be included in an annual report with a summary of the measure of effectiveness, efficiency, service access, stakeholder and consumer satisfaction, follow-up data from consumers, analysis, program implications, and any recommendations for improvement.

A. The annual performance analysis report will result in an action plan to address needed improvements.

B. The completed annual report will be disseminated to the CCDDR Board of Directors, staff, consumers, funders, the Camden Co. Commission, other related agencies, and referral sources as appropriate.

- C. During the orientation process, all consumers that CCDDR serves will be informed that our organization collects follow-up information and may contact them after they are discharged.
 - D. Discharged consumers may choose not to participate.
- VI. Surveys and consumer contact information will be collected by the Director or his designee.
- A. The Director is responsible for collating the information and reporting it quarterly via the Service Coordination Performance Improvement Grid and a short narrative.
 - B. The Director provides the Board of Directors and CCDDR staff with the results from the PIS, and notes areas needing improvement and change, and makes recommendations to the Board of Directors.
- VII. In addition to the Service Coordination Performance Improvement Grid, easily understood graphs will be utilized to depict PIS results.
- A. These brief, one-page results summaries will be posted on bulletin boards, distributed to advocacy and stakeholder groups, utilized for board of directors' informational packages, and distributed at various staff meetings.

REFERENCES:

- CARF Standards Manual, Section 1C