

Big Bend Community Based Care Policy & Procedure

Series: 800: Quality Assurance and Improvement
Policy Name: Quality Management System
Policy Number: 800
Origination Date: 2/2/2009 **Revised:** Board Meeting of 12/13/2018
Regulation: 216.013, F.S.
Referenced: BBCBC OP 800-801, Quality Improvement Process
Referenced Document:
800-800 x 1, Quality Management Plan

Policy

It is the policy of Big Bend Community Based Care, Inc. (BBCBC), to develop and maintain a Quality Management System to address quality control, quality assurance, and continuous quality improvement.

Procedure

- A. Responsibility for and Commitment to Quality.** As the Network Lead Agency, BBCBC 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, BBCBC 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 centralized, yet program-specific, data collection system to support the quality management system. This data provided via this system will be analyzed as appropriate to support organization-wide planning 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 BBCBC's Senior Management Team, Board of Directors, and associated sub-contractors.
 6. Identifying, assessing, and sharing data regarding overall system performance as described in *BBCBC OP 800-801, Quality Improvement Process* and the agency's annual Quality Management Plan. 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.

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8. Using risk management data to support the protection of clients and families and enhance Network services.

B. Quality Management System.

1. BBCBC's Quality Management System is designed to perform ongoing assessments and make continuous improvements in performance.
2. BBCBC's Quality Management System includes:
 - a. A plan for quality assurance that is inclusive of our lead agency, subcontractors, providers and stakeholders.
 - b. A plan for quality 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 Quality Management 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.
4. BBCBC's Performance, Quality & Accreditation Manager (PQA) is responsible for the Agency's Quality Management System activities.