

Big Bend Community Based Care Policy & Procedure

Series: 800: Performance and Quality Improvement

Policy Name: Performance, Quality & Management Data & Reporting

Policy Number: 802

Origination Date: 03/09/2009

Revised: Board meeting of 12/13/2018

Referenced Documents:

800-802 x 1, Child Welfare Performance Measures
800-802 x 2, Behavioral Health Performance Measures
800-802 x 3, Child Welfare Quality Management Plan
800-802 x 4, Behavioral Health Quality Management Plan
800-802 x 5, Annual Strategic Plan Priorities

Policy

Big Bend Community Based Care, Inc. (BBCBC), recognizes that:

1. Reliable and objective data are essential to improving services, and
2. Good outcomes are achieved through consistent monitoring, evaluation and the sharing of best practices.

Procedure

- A. Network performance and quality data is collected, reviewed and reported as one of the agency's continuous quality improvement efforts. Data sets represent the breadth of the BBCBC Network (e.g., operations, management indicators, performance measures, quality standards, client outcomes, etc.) at intervals appropriate to the program (Child Welfare or Behavioral Health) and indicator and/or according to statutory/Department requirements.
- B. Network performance data is reported on the Department of Children and Families' child welfare and behavioral health websites at the state, region, circuit, agency and county levels. BBCBC performance measures, key indicators and selected operational data are also reported on the agency website (www.bigbendcbc.org) in a user-friendly format, via electronic mail and/or during meetings, training events and CQI consultations.
- C. Network data is reviewed at least monthly by the Senior Management Team and is presented to the Board of Directors at each scheduled Board meeting.
- D. Performance measures and expectations are determined by the Department of Children and Families and are updated annually as ratified in agency contracts (see Referenced Documents 800-802 x 1, *Child Welfare Performance Measures*, and 800-802 x 2, *Behavioral Health Performance Measures*).
- E. Quality standards, expectations and reporting are defined in the Agency's Quality Management Plans (see Referenced Documents 800-802 x 3, *Child Welfare Quality Management Plan*, and 800-802 x 4, *Behavioral Health Quality Management Plan*).
- F. Key indicators are included in the Agency's Annual Strategic Plan Priorities (see Referenced Document 800-802 x 5, *Annual Strategic Plan Priorities*) and Annual Quality Management Plan(s). Key indicators are reviewed monthly and are updated at least annually.

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- G.** Performance on key operational/management data elements collected and reported are defined:
 - a.** In *BBCBC OP 900-908, Caseloads and Critical Activities*;
 - b.** By DCF and statutory directives; and
 - c.** By needs identified through continuous quality improvement activities.
- H.** Data is reported to DCF as required by contract.