

# Big Bend Community Based Care Policy & Procedure

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<b>Series:</b>	800: Performance and Quality Improvement	
<b>Policy Name:</b>	Stakeholder Input	
<b>Policy Number:</b>	812	
<b>Origination Date:</b>	11/01/2013	<b>Revised:</b> Board Meeting of 12/13/2018
<b>Regulation:</b>	Council on Accreditation Performance & Quality Improvement Standards	

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## Policy

Big Bend Community Based Care, Inc. (BBCBC), seeks input from our stakeholders, community members, court system representatives, and lead agency and network employees to gather feedback on service provision and needs from our stakeholder's perspectives.

1. The Board of Directors, Executive Leadership and the Management Team review and incorporate stakeholder input in the development of short and long term planning, policy, training and service development, and contracting.
2. Stakeholder input may be gathered:
  - a. During Monthly and Quarterly Management, Community Alliance, Community Coalition and Partnership meetings;
  - b. During or as a result of community activities and training with staff, the Court system, foster parents, DCF/CPI and SAMH partners, community members, and other provider and service organizations;
  - c. By surveying key stakeholder groups, including community members, providers and consumers, during formal and informal needs assessment activities.
3. New initiatives, services and activities that result from stakeholder input are developed in cooperation with these stakeholders to address concerns and update practice within our System of Care.
4. Specific initiatives are assigned to the COO, Operations Managers, Directors and/or QM staff for implementation and follow-up.

## Procedure

**A. Gathering Stakeholder Input.** Stakeholder input may be gathered via:

1. Direct solicitation and feedback during Network Management, Alliance, Coalition, and Partnership Meetings and Community Initiatives.
2. Surveying Key Stakeholder Groups.
  1. Surveys may be provided to stakeholders in hard copy or delivered electronically.
  2. Lead agency staff satisfaction surveys will be implemented by the contracted human resource provider for the agency, with resulting data presented to the agency's internal management team and/or Board of Directors, as applicable.
  3. Other stakeholder surveys may utilize COA survey instruments or tools derived from COA instruments as well as developed needs assessment tools.

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- B. Analysis and Review of Stakeholder Input.** Stakeholder input will be analyzed, reported to and reviewed by the agency's internal management team to:
1. Support short term operational or performance improvement planning;
  2. Determine whether changes are needed to existing services;
  3. Determine the need to modify existing staffing patterns;
  4. Determine whether the development of new programming is needed.
- C. Board Use of Stakeholder Input.** Stakeholder input and the resulting management team recommendations will be reported to the Board of Directors for use in long and short-term strategic planning.
- D. Sharing Stakeholder Input.**
1. Stakeholder input may be shared with the Agency Management Team, Network Management Team and community partners and stakeholders via formal reporting, planning and quality improvement activities, and/or via electronic communication.
  2. Stakeholder input and resulting improvement activities may also be posted on BBCBC's website, as appropriate.
- E. Incorporating Stakeholder Input into Agency Operations.** Stakeholder input that results in significant changes to the agency's system of care will be:
1. Incorporated into the appropriate agency planning document (i.e., the Annual Plan, Network Management Manual, Quality Management Plan, Risk Management Plan, etc.) for Community Based Care services and/or the Managing Entity services.
  2. Monitored and reported upon within the annual report or summary for that plan.
  3. Included in the agency's formal performance and quality improvement processes (Deming's Plan, Do, Check, Act cycle as described in the annual Quality Management Plan).