



## Policy: Continuous Quality Improvement

**ChildNet Number: CN 005.002**

**Original Approved Date: June 18, 2003**

**Policy Revised Date(s): January 19, 2010, September 7, 2010**

**Policy Sunset Date:**

**COA Standard(s): PQI 1.01, 1.02, 1.03, 1.04, 2.01, 2.02, 2.03, 2.04, 2.05, 3.01, 3.02, 3.03, 4.01, 4.02, 5.01, 6.03**

### Statement of Policy:

ChildNet is committed to performing on-going organizational-wide performance and quality improvement endeavors in order to continually evaluate practice and improve services. Each department and all subcontractors are responsible for developing and implementing processes, which facilitate ChildNet's overall quality improvement program and strategic plan.

Board Chair's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

10-29-10



## **Procedure: Continuous Quality Improvement**

**ChildNet Number: CN 005.002**

**Original Approved Date: June 18, 2003**

**Procedure Revised Date(s): January 19, 2010, September 7, 2010, October 28, 2010, December 12, 2012, August 22, 2014, March 20, 2018, May 11, 2022**

**Procedure Sunset Date:**

**COA Standard(s): PQI 1.00, 1.01, 1.02, 1.03, 1.04, 2.00, 2.01, 2.02, 3.00, 3.01, 3.03, 3.04, 4.00, 4.01, 4.02, 4.03, 5.0, 5.01, 5.02, 5.03, 5.04**

**Definitions (If any):**

### **Statement of Procedure:**

In order to incorporate performance and quality improvement endeavors throughout the agency, ChildNet assigns the responsibility for quality improvement to all staff with managers in the Continuous Quality Improvement (CQI) department to assist, to include working with contracted service providers to ensure continuous quality improvement. CQI ensures that on-going communication regarding the agency's progress is understood by all staff.

1. ChildNet maintains a strong commitment to CQI by:
  - a. A Program Quality Sub-Committee of the Board of Directors meets to review performance, policies, and any other relevant information for analysis prior to the presentation to the full Board.
  - b. Agency workgroups review and analyze data related to:
    - i. Performance Measures, included DCF Accountability Metrics
    - ii. Incident reports, accidents, grievances
    - iii. Ongoing improvement projects
    - iv. Quality Assurance reports
    - v. Client Satisfaction
    - vi. Quality of service delivery
  - c. Personnel with CQI expertise are identified and developed to work solely on performance and quality improvement.
    - i. CQI staff members are trained by the Department of Children and Families on the current quality management model used by the Department.
    - ii. CQI staff members attend subsequent trainings and conferences to learn emerging best practices.
    - iii. ChildNet staff participate in reviews providing for shadowing and training opportunities.



- d. Performance on contracted measures and child welfare trends is accessible to all staff and stakeholders via the Department of Children and Families (DCF) Child Welfare Dashboards and shared and reviewed at the agency's various regularly scheduled meetings.
  - e. CQI is part of New Hire Orientation Training to educate all staff on ChildNet's CQI processes.
  - f. CQI is a standard item on staff meeting agendas within the agency. Supervisors and staff have timely access to data to improve performance and drive quality outcomes for the children and families served.
  - g. Areas of excellence as well as areas needing improvement are identified through the Florida Comprehensive Child Welfare Information System (CCWIS), external reviews, internal quarterly file reviews, and monitoring of ChildNet's contracted providers. Data is collected, aggregated and analyzed quarterly. ChildNet produces an annual report to summarize key CQI activities, priorities and goals.
2. ChildNet works with internal and external stakeholders towards developing and fulfillment of a long-term strategic plan.
  3. ChildNet develops an annual Performance and Quality Improvement Plan that includes the actions required to meet short-term goals set for the year.
  4. ChildNet annually updates the ChildNet Contract Monitoring Policy and Procedure to include any changes to contracts, updates to relevant policies and procedures, and changes in law.

President's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

09-06-22