



Golden Girl, Inc.

Performance and Quality Improvement Process

Prior to our first accreditation in 1997, Golden Girl hired a consultant to assist in developing a comprehensive Continuous Quality Improvement (CQI) process. Golden Girl is grateful to have had the foresight to develop a strong process that has brought improvements to our agency. We believe that our CQI process was effective, however, in an attempt to strength our agency's service delivery, in March, 2010, Golden Girl revised our CQI process, changing to a more comprehensive Performance and Quality Improvement (PQI) Process.

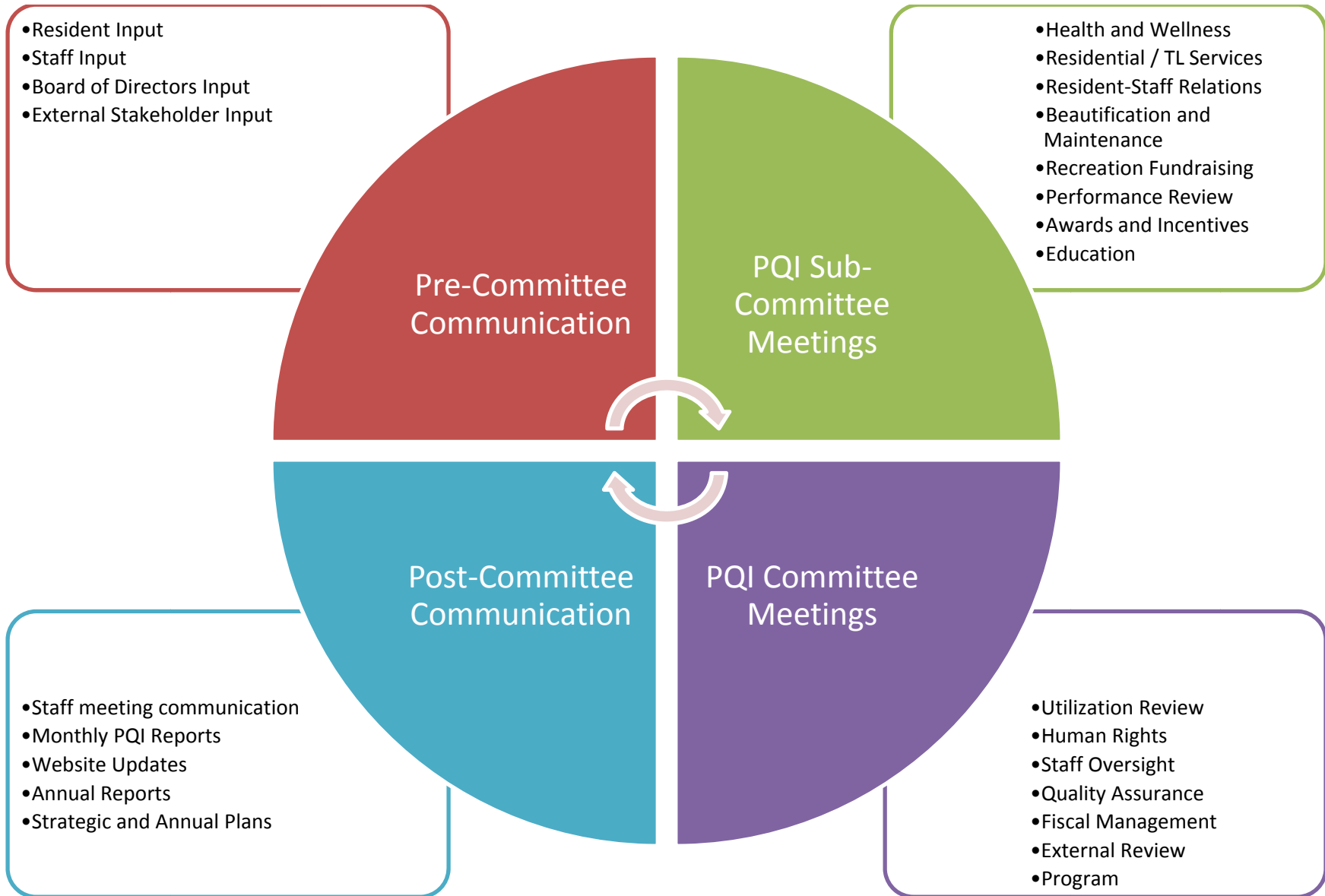
Our PQI Model consists of pre-committee communication, sub-committee meetings, committee meetings and post-committee communications. This cycle of quality improvement utilizes internal and external stakeholder input and feedback, staff member participation at all levels, and comprehensive goals, performance indicators and outcome measurements. This improved system is intended to improve communication, participation, and measurable progress within our agency.

Please join us in participating in our new and energetic approach to achieving the highest quality of service delivery by emailing feedback regarding strengths and areas of needed improvement you have noted during your experiences with our agency.

For more detailed information regarding Golden Girl, Inc. Performance and Quality Improvement Process, including committee and subcommittee descriptions as well as benchmarks, performance indicators and outcomes, please contact Julie DeMattie, Clinical Director at (304)453-1401.



Golden Girl, Inc. Performance and Quality Improvement Process





Golden Girl, Inc. Performance and Quality Improvement

Please join us in striving towards reaching the highest standard service for our residents. The following is a brief description of our goals for 2010*.

Utilization Review	TASKS	GOALS
	Qualitative and quantitative review of review of service documentation	Improve our timelines for documentation completion
Review of medication errors	Maintain zero incidents of medication errors reported	

Human Rights	TASKS	GOALS
	Review Human Rights Grievances	Maintain zero incidents of human rights violations at Golden Girl
	Review Monthly Incident Reports	
Review and Sign Treatment plans, noting any Human Rights concerns		

Staff Oversight	TASKS	GOALS
	Review credentialing	Continue completing credentialing in a timely and effective manner
	Review training needs	Continue reviewing staff training needs, providing training as scheduled and surveying staff satisfaction with training
	Review employee files	Improve timeliness of staff orientation paperwork completion
	Review employee evaluations	Improve timeliness of employee self assessments and evaluation completion
	Review employee grievances	Improve staff members understanding of the grievance procedure
	Review staffing patterns	Maintain consistency in staff assignments
		Continue striving to identifying and eliminating any resident risks related to staffing issues
	Monitor staff turnover	Reduce staff turnover to provide program consistency for residents
Review employee handbook	Continuously review employee handbook for needed changes and implement changes quickly and effectively	

Fiscal Management	TASKS	GOALS
	Develop Budget	Continue developing budget according to best practice in a timely and efficient manner
	Review and analyze cost report	Improve timeliness and accountability of staff members turning in receipts to assist with cost report
	Determine Expenditures and revenues	Continue determining expenditures and revenues according to best practice and increase timeliness of incoming revenues.
	Pursue revenue sources	Continue to pursue revenue sources in an attempt to increase revenue and diversify funding sources

Quality Assurance	TASKS	GOAL
	Review PQI Satisfaction Surveys and Stakeholder Input	Maintain favorable overall responses on satisfaction surveys completed by residents, staff members, stakeholders and work to improve .
	Review Resident Grievances	Maintain prompt and satisfying resolutions to any resident grievances
	Review program activities and handbook	Continuously review program activities and handbook for needed changes and implement changes quickly and effectively
	Review all accidents	Continue maintaining low incidents of accidents and work to decrease incidents
	Review all fire drills	Continue conducting regularly scheduled fire drills on all shifts.
	Review all environmental risks	Continue maintaining safe environment for all at GGGH work to identify and eliminate risks quickly and effectively
	Review all conflicts of interests	Continue identifying and addressing all potential conflicts of interests quickly and effectively

External Review	TASKS	GOAL
	Review and assess testing and assessments	Continue and strengthen clinical assessments to improve resident treatment
	Review clinical and program outcomes	Improve resident functioning as evidenced by decreased CAFAS scores
		Continue maintaining and improving resident safety throughout placement and in preparation for discharge
		Continue maintaining a high level of recommended discharges to home-like settings based on program and discharge criteria completion, working to improve in this area
		Maintain resident safety by working to decrease incidents and length of time a resident is away from supervision, returning them to GGGH safe and healthy.
		Continue working to improve school attendance, behavior and academic performance of all residents throughout placement and in preparation for discharge
		Golden Girl will increase counties served in 2010 by two as compared to 2009 in an effort to broaden our referral base.
		Golden Girl will continue measuring and reviewing our program length of stay in comparison with previous years to evaluate trends
Golden Girl will continue measuring and reviewing demographics of our residents compared to previous years to evaluate trends and in comparison with the demographics of our staff members.		

Program	TASKS	GOALS
	Review committee reports	The program committee will continue reviewing committee reports and recommending actions based on these, however, there is no outcome based on these at this point.
	Review all contracts	Complete contracted employee evaluations in a timely manner
	Review all regulations and plans of corrections	Continue reviewing licensure/accreditation/APS regulations and completing plans of corrections in a timely and effective manner.
	Develop and review annual and strategic plans	Continue reviewing and aggressively working towards timely completion of annual and strategic plan goals

*For a comprehensive list of performance indicators, benchmarks and progress towards outcomes, contact Golden Girl, Inc.