

Series: Risk Management-QA COA: PQI 2.04, 3.02
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5.06 & NET 8

Procedure Name: Performance & Quality Improvement for Contracted Service Providers

Procedure Number: RQ-507

Revision #/Date: NA

Effective Date: 2/2/09

Applicable to: All CBCB Staff and Contract Providers

SUBJECT: Performance and Quality Improvement for Contracted Service Providers

PURPOSE: CBC of Brevard is dedicated to the highest standards of quality in the provision of services to our children and families. This procedure outlines the Quality Management, which includes quality assurance and improvement activities, utilized in the management of our Contracted Network Providers.

PROCEDURE:

References

CBCB Policies/Procedures: GOV203, PR901, RQ505, CG301, CG302

Definitions

Quality Management: is the systematic integrated review of Quality Assurance and Improvement activities.

Quality Assurance: an “externally” driven system that validates internal practices and uses sound principles of evaluation to ensure that data is collected accurately, analyzed appropriately, reported, and acted upon. The QA function looks at the entire system. Products of the QA function include reports that validate data that evaluates the impact of current practice on in process and end process measurements, and provide recommendations for improvements.

Contracted Providers Performance:

CBC of Brevard is responsible for the overall system performance and obtaining outcomes for children and families that are consistent with state and federal mandates and overall identified goals for the System of Care. As part of a Quality Management Plan, CBC of Brevard works collaboratively with community stakeholders and contracted providers to help define success and to establish quality management data collection and reporting systems, to review performance, and to institute changes at the system level in order to ensure continuous improvement within our Network

As part of this process, performance measures and targets are developed and are stipulated on each of our Provider’s Contracts (see CG302). Each month, the Contract Manager holds meetings with all Contracted Service Providers in order to review progress on performance

measures, identify areas which need improvement, as well provide an informal forum for open communication with our Contracted Service Providers to resolve issues and concerns.

In addition to this monthly meeting, every quarter, each respective Contracted Service Provider sends in the data regarding their performance for all measures identified in their respective contract. As part of this report, each service provider provides data on each performance measure and addresses areas where targets have not been met and what improvements will be put into place to address these areas in the upcoming quarter. This information is reviewed and monitored by the Contract Manager who in turn reports on any patterns and trends as part of CBC of Brevard's overall Performance and Quality Management Team.

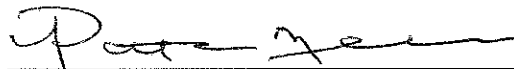
On Site Monitoring Frequency

As part of our overall Performance and Quality Improvement Program for our System of Care, CBC of Brevard's Contract Manager utilizes a decision matrix for determining the frequency of on-site monitoring. As part of the initial procurement process, a Risk Assessment is completed prior to initiating a contract (see Procurement of Commodities or Services Procedure # PR 901 and Risk Assessment Procedure # RQ 505). In addition to this assessment, 60 days after the contract has been initiated, a Risk Assessment (see Contract Monitoring Procedure # CG 302) will also be completed by the Contract Manager. Additional information regarding new and existing contracts will also be utilized in order to determine frequency of on-site monitoring. These additional areas include, but are not limited to, number of children served by the contracted provider, type of services provided through the contract, change in provider management, prior performance/corrective actions, and any critical/safety issues that have been identified. In addition, at any time during a contract term and as part of Performance and Quality Improvement process, a modification to a Contracted Provider's monitoring level can be made if additional factors become known which justify the need for the change.

Performance and Quality Improvement Report

As a part of the Contract Monitoring process (see Contract Monitoring Procedure # CG 301), the Contract Manager will complete a comprehensive overview of all Contract Monitoring Activities for the fiscal year. The overview will include information and analysis regarding performance measure outcomes, strengths and weaknesses of organizations monitored, as well as include recommendations for improving the performance of the contracted providers. This report will be reviewed by Community Based Care of Brevard's Performance and Quality Management Team as part of the overall Performance and Quality Improvement process in order to identify additional areas for improvement as well as provide information for the development of Procurement and Contracting plans for the upcoming fiscal year. This information will also be shared with our Contracted Providers as part of the Performance Review Process. In addition, this information will assist in the annual review of evaluating and identifying the type and number of service providers required to accomplish the mission, goals, and objectives within the System of Care.

BY DIRECTION OF THE CHIEF EXECUTIVE OFFICER:



DR. PATRICIA NELLIUS-GUTHRIE
Chief Executive Officer
CBC of Brevard, Inc.

APPROVAL DATE: 3/2/09