**PURPOSE**

To establish patient outcomes as the primary focus of the Ohio Living Home Health and Hospice performance improvement activities.

**POLICY**

Senior management will have the responsibility to guide Ohio Living’s efforts in improving organizational performance; to define expectations of the performance improvement activities; and to generate the plan and processes the organization will utilize to assess, improve and maintain quality of care and service. The performance improvement processes will focus on the quality of patient care and program outcomes.

Performance improvement results will be utilized to address problem issues, improve the quality of care and patient safety, and will be incorporated into program planning and process design and modifications.

All personnel will be active participants in the organization's performance improvement activities. The Governing Body will ensure that the performance improvement program is defined, implemented and maintained, and is evaluated annually by corporate leadership staff.

**PROCEDURE**

1. Senior management will:
   1. Participate in educational activities to increase their level of understanding and ability to implement performance improvement activities. The educational activities may include: seminars, consultations, periodicals, and review of available information from other organizations (benchmarking).
   2. Adopt a structured framework for performance improvement. The problem-solving approach will stress the interrelationship of quality services provided, management activities, and sound business practices as applicable to the organization’s:
      1. Mission
      2. Culture
      3. Strategic objectives
      4. Resources
      5. Operational components/responsibilities (financial, clinical/service, and personnel)
      6. Practice Standards
      7. Activities related to patient care and patient safety focusing on high risk, high volume and problem prone areas
      8. Clinical/service skills and competencies of personnel
      9. Monitor and measure patient and family/caregiver satisfaction at least annually
      10. Quality indicators
      11. Data collection and analysis (measured and documented in a systematic and retrievable way)
   3. Identify and set specific outcomes for measurable improvement to evaluate for effectiveness.
   4. Identify and participate in benchmarking activities that utilize:
2. Internal standards:
   1. Measuring current performance against past performance
   2. Measuring against internally established goals
3. Processes and protocols
4. Practice or service guidelines
5. Industry research or best practices
   1. Allocate resources for performance improvement activities by:
6. Assigning organization personnel to participate in performance improvement activities.
7. Providing adequate time for organization personnel to participate in performance improvement teams and activities.
8. Creating and maintaining information systems and data management processes to support the collecting, managing and analyzing of data to improve performance.
9. Utilizing appropriate statistical techniques to analyze and display data.
10. Provide organization personnel training in the approaches and methods of quality assessment and improvement.
11. All other organization personnel will:
12. Be involved in performance improvement teams and activities.
13. Promote communication and coordination of performance improvement activities as well as contribute to those activities.
14. Forward relevant information regarding performance improvement activities to senior management.
15. Act on recommendations generated through performance improvement activities as outlined in the organization's written performance improvement plan.

As part of Ohio Living Home Health and Hospice’s performance improvement process, opportunities for improvement related to patient outcomes will be identified through continuous measurement of, but not limited to: patient satisfaction survey results, clinical/service record review, monitoring of incidents and infection control reports.