

Community Health Services (CHS) Division Quality Improvement/Quality Assurance (QI/QA) Policy & Procedures

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What is Quality Improvement/Quality Assurance?

- **Quality** is the degree to which health services increase the likelihood of desired health outcomes and are consistent with current professional knowledge. **Improvement and assurance** entails a continuous and structured planning process to evaluate current practice and improve systems and processes.

Purpose

- Establish a QI/QA program to ensure quality of clinical and operational services throughout the organization with an emphasis on Health Resources & Services Administration (HRSA) 330h grant requirements
 - For example: through tracking clinical, operational and other measures for promoting quality, ensuring patient safety, and improving care with an emphasis on HRSA clinical performance measures

Organizations Affected

- Community Health Services Division programs in 330h grant scope
- Programs in 330h grant scope operating outside of CHS Division

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Policy Components

- Includes **clinical services** and **clinical management** and maintains the **confidentiality of patient** records and that is aligned with PHSKC policies
- The QI/QA system addresses the following:
 - The quality and utilization of health center services,
 - Patient satisfaction and patient grievance processes, and
 - Patient safety, including adverse events

Oversight

- CHS Medical Officer and CHS Program Quality Manager
 - Oversight of the CHS QI/QA program
- HCHN Governance Council
 - Adopt or evaluate the QI/QA policy at least once every three years and approve updates (as needed)
 - **GC approved policy April 15, 2019**
 - **Review QI/QA reports and patient safety and patient satisfaction trends with management staff to support decision making and oversight regarding provision of health center services and appropriate responses to patient satisfaction and patient safety issues**

Procedures

- Adherence to evidence-based clinical guidelines, standards of care, including routine quality-of-care audit procedures
- Patient safety and adverse events
- Assessing patient satisfaction
- Process for hearing and resolving patient grievances
- QI/QA reporting to support oversight and decision-making concerning provision of clinic services, patient safety, and patient satisfaction
- Health record, confidentiality, and protection of patient information

Update to Policy for GC approval

- SECTION: Procedure- 7.4 Hearing and resolving patient complaints, 7.4.2 When complaints are received at the clinic level, the following procedure applies:
 - Added Language: 7.4.2.3 Enter a report through the Origami portal within one (1) business day of the complaint.

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Questions?

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