Division of Prevention and Behavioral Health Services
Department of Services for Children Youth and Their Families
State of Delaware

ADM 010	PERFORMANCE IMPROVEMENT		
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Purpose

The purpose of the activity is to assure that quality services are provided to all children and families served by the Division of Prevention and Behavioral Health Services (DPBHS) in all service programs. Continuous Quality Improvement is a process utilized within DPBHS to assure that standards established by the Division, licensing, regulatory and accreditation agencies are met within all service delivery programs and that on-going improvements in program quality are achieved.

Responsibility for implementing this Policy is vested in the Quality Improvement, Provider Network and Information Management Units within DPBHS. These Units shall define and implement a Continuous Quality Improvement process that enables continuous assessment of service programs' compliance with established standards and that evaluates service quality and outcomes and that ensures that quality improvement objectives are defined and achieved. See Policy P1003 Provider Monitoring.

Policy Statement

DPBHS is committed to providing effective high quality services to all of its clients. As a necessary prerequisite to assuring this quality and effectiveness, it is the policy of DPBHS that its service providers shall comply with standards established by DPBHS and relevant regulatory, licensing and accreditation bodies having jurisdiction over DPBHS and its affiliated agencies, providers and service programs. DPBHS shall implement this policy by means of Continuous Quality Improvement approach that:

- Focuses on Client Safety, quality of Care, Clinical Environment, Client Outcomes, and Contract compliance.
- Leverages licensing, regulatory and accreditation agency reviews and requirements.
- Considers relative difference in each programs client population risk, number of clients served, program accreditation status, and program performance history.
- Ensures compliance with all applicable Federal and State regulations and licensing standards, including the Delaware 1115 Medicaid Waiver.
- Is based on and informed by data where possible.

Quality Improvement, Network Administration, and Information Management Units are responsible for maintaining documentation of all monitoring activities.