

CVS POLICY & PROCEDURE MANUAL

Policy Area: **Operational Policies - General**

Policy # & Name: **3.5 Quality, Monitoring and Accreditation - Outcomes**

Group: All Staff, Board of Directors, Stakeholders

Purpose:

To ensure CVS continuously evaluates its operations and service delivery.

Policy Statement:

CVS uses an outcomes management system to: support a model of continuous improvement in service delivery, assist in the design of services based on the desired outcomes of individuals receiving services and evaluate the organization's performance.

CVS reports on the results achieved and improvements planned through the distribution of an Outcomes Management Report and Improvement Plan.

Practice Standards:

The Management Team annually:

- ? Updates the strengths, weaknesses, opportunities, threats for the organization.
 - ? Identifies and updates a list of internal & key external stakeholders of the organization and defines quality expectations for internal and key external stakeholders.
 - ? Collects information on outcomes in effectiveness, efficiency and consumer satisfaction.
 - ? Interprets the information collected and prepares an Outcomes Management Report and Improvement Plan for acceptance by the Board.
 - ? The report includes trends, a comparison of actual results with goals, actions taken since the previous report, plans for improvement in results and/or the outcomes management system and other issues that may have been identified.
 - ? Makes the approved report available to key stakeholders.
 - ? Implements the improvement plan.
 - ? The characteristics of the individuals receiving services are gathered regularly.
 - ? Follow up information is gathered from any individual leaving the services of the organization or changing programs within the organization.
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Policy Audit: March Annually

Date Issued: March 2004

Date Revised:

Position

Responsible: Executive Director, Management Team

References:

- ✍ Outcomes Management Report & Improvement Plan
- ✍ Satisfaction Survey Data
- ✍ Outcomes Management Collections Forms (Program Specific)
