

## CENTRAL CARE POLICY PERFORMANCE IMPROVEMENT

**SUBJECT:** PERFORMANCE IMPROVEMENT  
**ANNUAL REVIEW MONTH:** June  
**RESPONSIBLE FOR REVIEW:** Director of Central Care  
**LAST REVISION DATE:** August 2010

**Policy :** The purpose of this policy is to insure the quality care of the consumer’s **service and supports delivery process** and the quality of the **service environment**. Central Care proposes to provide the best treatment modalities and opportunities for enhancement in the community setting as dictated by the individual consumer need. Central Care will comply with the **Standards for Community Mental Health, Mental Retardation and Substance Abuse Services**, as well as JCAHO standards for Behavior Health. Additional systems for monitoring which are already in place at Central State Hospital will be utilized in the Central Care Community Program.

**Reference:** **Policies and Procedures for *Community Habilitation and Support Services Waiver Program, Chapter 1300 Special Program Requirements for Service Monitoring and Evaluation Providers*. Central State Hospital Policies, Procedures: 8.10 and 8.10A Plan on Performance Improvement and Quality Enhancement, Focus PDCA**

**Procedure:**

Responsible Person(s)	Action
Service Monitor  QMRP or designee         Neutral Staff	1. Will monitor provision of the consumer’s Individual Service Plan monthly. 2. Ensure that personnel are adequately trained and training reports sent to the supervisor monthly. 3. Monitor homes for cleanliness on a weekly basis and provide feedback to staff. 4. Monitor documentation for compliance with MH/MR/SA standards on a monthly basis and provide documentation to the Central Care Community Care Service Director. 5. Will review biannually the MH/MR/SA standards for compliance.

**APPROVED:** \_\_\_\_\_ **TITLE:** Director of Central Care **DATE:** \_\_\_\_\_  
 George Harris, LCSW