

**SECTION: ADMINISTRATIVE A-160**  
**POLICY: PERFORMANCE MANAGEMENT/  
QUALITY IMPROVEMENT**  
**EFFECTIVE: JULY 1, 1999**  
**REVISED: MAY 2015**

**POLICY:**

Goodhue County Health & Human Services shall maintain a systematic process of using data for decision making by identifying outcomes and standards; measuring, monitoring, and communicating progress; and engaging in quality improvement activities in order to achieve desired outcomes. This is in an effort to improve the quality of services provided to customers of GCHHS and communities of Goodhue County.

**DIRECTION:**

1. Efforts will reflect participation by all divisions and levels of staff.
2. The GCHHS QI Plan will address key terms, the current and desired future state of quality at GCHHS, the structure of QI efforts including roles and responsibilities, QI training, prioritization of projects including alignment with the strategic plan, annual goals, monitoring, communication, and assessment.
3. The GCHHS quality improvement committee will establish the annual goals and describe activities it will undertake to achieve those goals. The QI committee is responsible for carrying out the goals of the QI Plan. The QI committee will assess staff QI maturity and progress on QI Plan goals annually.
4. The QI committee is responsible for implementing the performance management system and will complete a performance management self-assessment every 5 years. Department, division, and program-level performance measures, including goals, targets and indicators, and the communication of expectations, will be developed and included as an Appendix to the QI Plan.
5. The process/system for performance measure data collection will be described in the QI Plan. Data will be collected on services provided under contract by direct involvement of contracted staff in the quality improvement process or by obtaining information from the contracted organization. Methods of data collection will include, but are not limited to, customer/stakeholder satisfaction forms, surveys, or focus groups.
6. Performance management will include progress reporting. The QI Plan will describe analysis of collected data, communication of analysis results, and a regular reporting cycle.
7. The QI committee will ensure a process for staff at all levels to use data analysis results and work towards creating a learning organization. Any GCHHS employee can propose a QI

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project by emailing the idea to any QI committee member. The proposal should be based on the need to enhance program processes, objectives, and/or performance measures.

- 8. Quality improvement activities will use data and a model (a defined and deliberate process).