



Performance & Quality Improvement



Our Performance and Quality Improvement Process is based on the Continuous Quality Improvement Model which focuses on the importance of continuing to ask “Can we do it better? Can we do this more quickly? Is there something else we could do to improve the quality of care for our clients and the tools for our staff who deliver this high quality care?” In this model, the point is to focus on improvement even when nothing is wrong.

And so to that end we believe that there must be two things that occur at all times to ensure this success:

- We must find ways to involve all our stakeholders in all levels of our decision-making process by providing opportunities for them to give input and feedback.
- We must truly live a “team approach” in all our endeavors.

Health Connect America has a strong commitment to ensuring that we hire and train the most talented and passionate people in our field. We start by conducting interviews and extensive background searches as well as providing specialized and ongoing training to ensure that our staff are highly qualified professionals who can work with clients and families with a wide variety of challenges to produce quality outcomes for all involved.

Focused and effective staff training is provided upon hiring and continued incrementally during service to ensure full understanding of individual roles and the most desirable outcomes for all stakeholders (clients, parents, referral agencies, community agencies, staff, members of our advisory group, owners, and the Board of Directors).

Contribute and share in the development and success of Health Connect America’s mission and goals.

Stakeholders are strongly encouraged to contribute and share in the development and success of Health Connect America’s mission and goals.

Some avenues for this participation are:

- Satisfaction surveys given out to clients at discharge
- Aftercare surveys completed at 3, 6 and 12 months post discharge
- Annual satisfaction surveys of all stakeholders which are mailed, hand-delivered, or emailed out (January-parents/guardians, April-community agencies and referral sources, May-all clients, July-Board of Directors and Advisory Group, and November-all employees)
- Strategic planning in October with all of our staff, Advisory Group members, Board of Director Members with a focus on feedback we have received during the year from all stakeholders
- In-house training; treatment teams in each office
- Weekly regional management leadership meetings
- Quarterly leadership team meetings
- Monthly and quarterly program reviews
- Board of Directors and Advisory Group meetings
- Internal monthly chart audits
- Suggestion boxes in the lobbies of all of our offices
- Community fairs/festivals/conferences/meetings to share information and gather information from stakeholders about how we are doing on an individual case or as an agency as well to determine the needs of the community and our ability to meet this need



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Other means of obtaining this necessary participation is through other outcome measures such as administering an assessment instrument called the NCFAS, CANS, or ANSA at the beginning and end of treatment for all clients, as well as the surveys mentioned earlier. We also complete annual employee evaluations for each employee, complete annual reviews of office staff demographics and annual comparisons to industry standards for pay and other working conditions, complete exit interviews with staff who leave during the year, and collect information from feedback placed in our suggestion boxes in the lobby of each office.

We review all the data collected from all these sources as well as from multiple procedures set up to allow anyone to give feedback with anonymity and without fear of retribution, such as through our harassment policies, open door/problem resolution (grievance) policies, and the existence of a Privacy Officer who reviews all incident/accident reports, grievances, concerns regarding HIPAA/confidentiality.

We pair implementing changes based on this data with specialized training for all staff, a commitment to internal promotion when possible, a commitment to the professional growth of all of our staff and the ongoing review of best practices to ensure that we make our performance and quality improvement process the core of our day-to-day functioning.

Health Connect America is dedicated to providing a meaningful and helpful service that is always relevant in our communities. This is accomplished continuously through thoughtful, strategic and simple beliefs in basic principles of performance and quality improvement that encourages and includes all stakeholders in the service we create together.

We are honored to say that we continue to receive an A+ rating on our many outcome measures from our internal and external stakeholders.

We are determined to continue to prove that feedback to be true for many years to come. Therefore, we will continue to integrate the Continuous Quality Improvement Model into all our activities at every level of the company.

We would also welcome any feedback that you might have by emailing our Privacy Officer Todd Hickman, LCSW, at thickman@healthconnectamerica.com or calling him at (901) 458-8638.

Thank you from the Health Connect America team!

