

A Center for Function and Creativity



**Our Commitment to
Continuous Quality Improvement**

Continuous Quality Improvement

CFC is committed to continuous improvement of the quality of services provided to the individuals we serve, as evidenced by the outcomes of that support. We follow a strategic approach to achieving performance excellence based on CARF Aspire to Excellence® model:

Assess the Environment

Set Strategy

Person Served and Other Stakeholders—Obtain Input

Implement the Plan

Review Results

Effect Change

Our conformance to continuous quality improvement derives from adherence to CARF standards and a framework predicated on the collection and analysis of stakeholder input and data that are reliable, valid and specific. This framework enables us to support and enhance our goals and objectives to achieve continuous quality improvement and organizational excellence.

CFC leadership embraces a planned and shared communication approach as a means of analyzing, refining and improving quality performance. An annual SWOT analysis is conducted as a strategic participatory assessment tool to identify and critically examine company strengths, weaknesses, opportunities and threats. Staff at all levels, persons served, guardians, family members, therapists, case workers and other stakeholders have knowledge of and input into ongoing CFC quality improvement initiatives.

Quality Improvement Committee

Our Continuous Improvement Committee is comprised of CFC leadership, staff members at all levels, and persons served. The Committee meets on a quarterly basis to analyze performance improvements and to set performance benchmarks and indicators. These benchmarks and indicators allow us to measure, evaluate and improve the quality of our programs and services, as well as business functions that affect performance outcomes. This, in turn, enables us to document the quality of services, set performance priorities, implement quality improvement measures, and support provider accountability, regulatory compliance, and CARF accreditation.

Methods utilized by CFC to solicit and collect data and information include:

- ⇒ Daily interaction with program participants
- ⇒ Regular communication with stakeholders
- ⇒ Online and on-site stakeholder surveys
- ⇒ Advisory committee feedback
- ⇒ Staff and participant focus discussion groups
- ⇒ Open House and other on-site special events
- ⇒ Interdisciplinary team meetings
- ⇒ Individualized program plans
- ⇒ Department and staff meetings
- ⇒ Exit interviews
- ⇒ Interagency collaboration
- ⇒ Community outreach
- ⇒ Finance, human resources and environmental scans
- ⇒ Critical incident, complaint and grievance analysis