

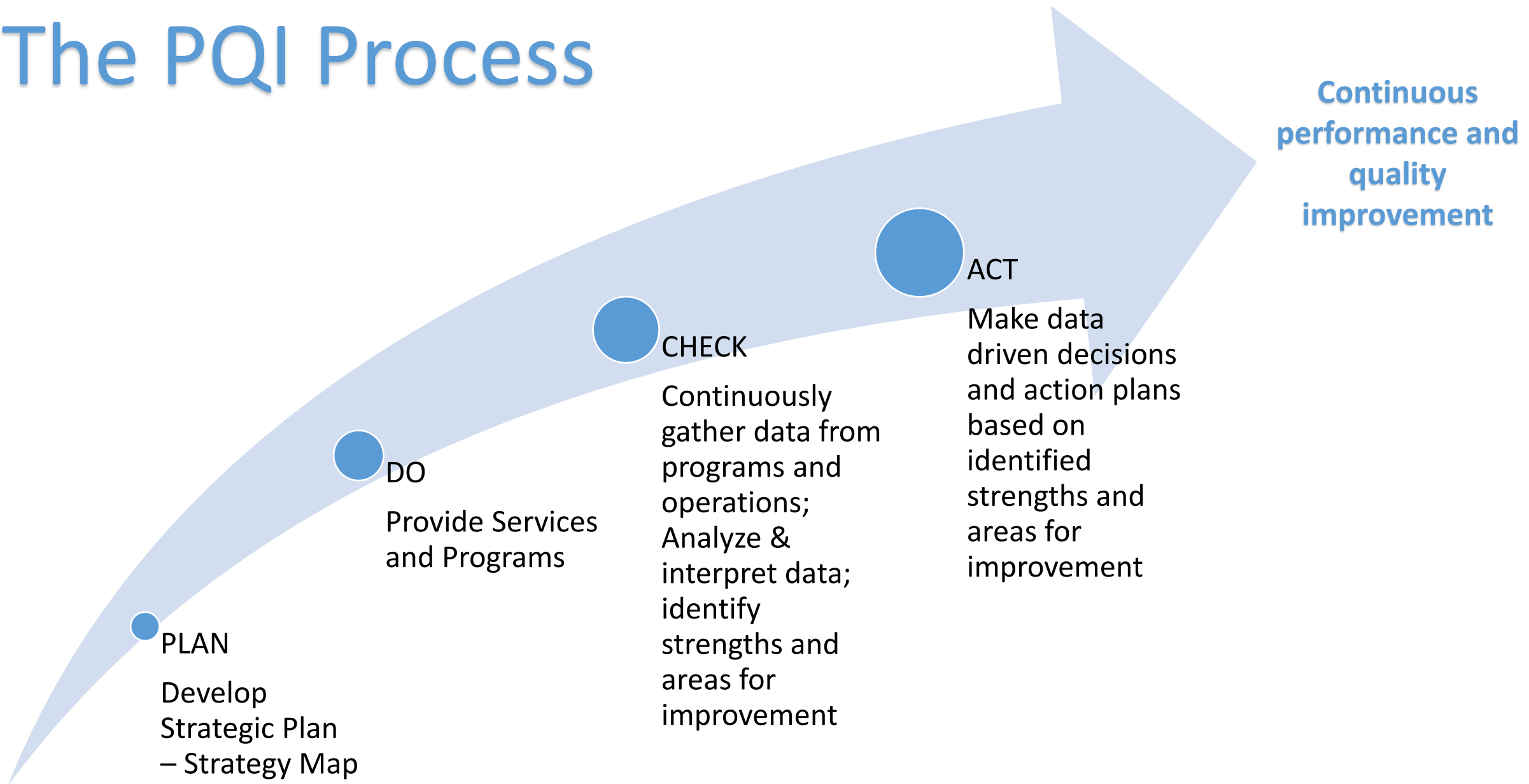
Catholic Charities
Diocese of Palm Beach

Performance &
Continuous Quality Improvement
(PQI) Plan

PQI Philosophy



The PQI Process

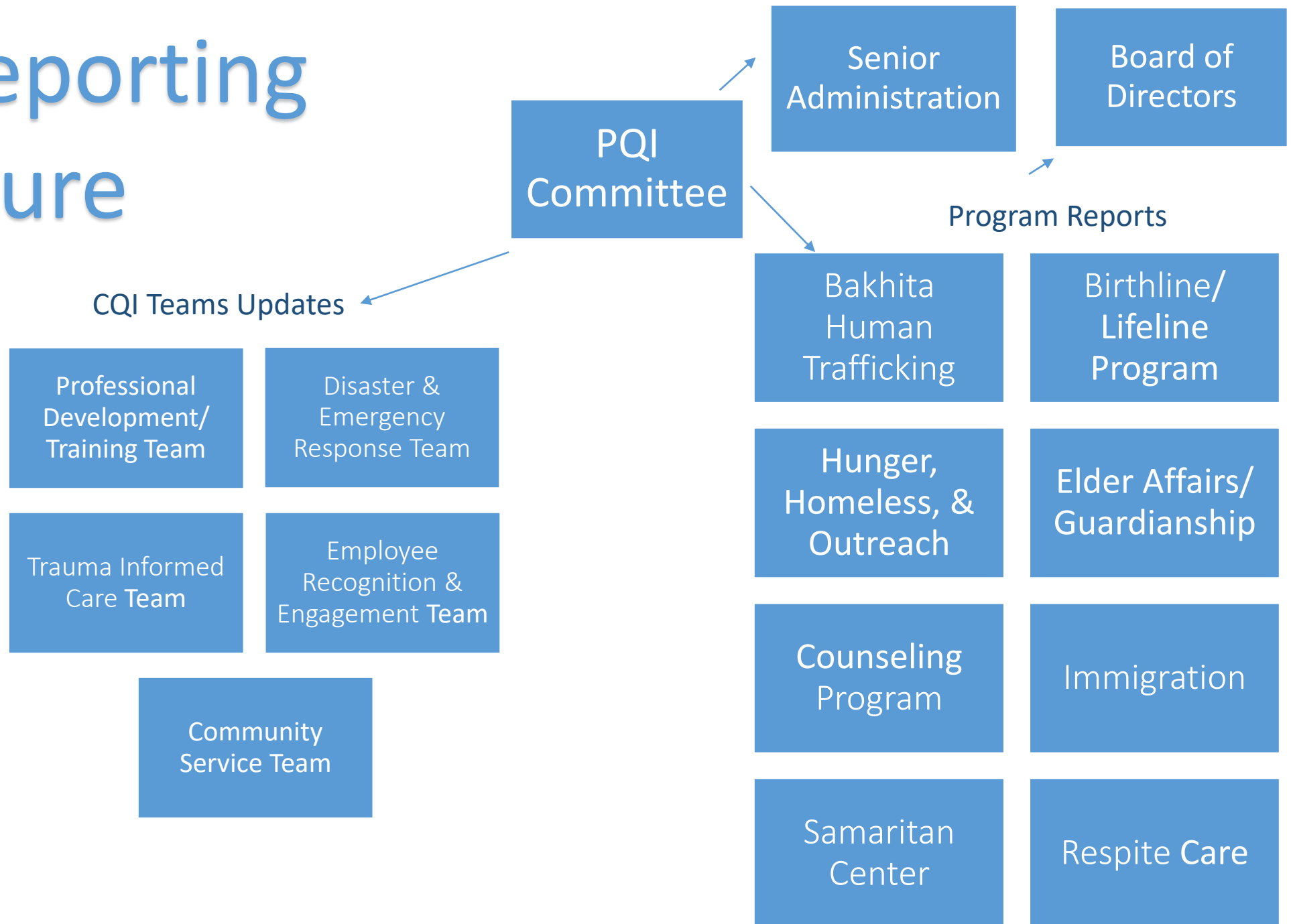


Stakeholders



How are these stakeholders involved in making our programs, services, and organization better? Our PQI process?

PQI Reporting Structure



PQI Committee Members

- Senior Administrators
 - Executive Director
 - Associate Director
 - PQI Administrator
 - HR Director
- Board President or designee
- 1 Appointed Program Director (to rotate every other year)
- 1 Appointed CQI Team Lead (to rotate every other year)

Executive Director will appoint a Program Director and a CQI Team Lead annually in consultation with the PQI Administrator



PQI Committee

Goal

- Provide Leadership to PQI Process & Committees

Duties

- Develop organizational strategy map/Dashboards
- Data analysis, review, interpretation
- Identify trends, brainstorm opportunities for improvement/change
- Develop action plans and improvement plans
- Communication of results
- Assessment of PQI process
- Identify and analyze trends in the data.

CQI Teams

Professional
Development/
Training Team

Employee
Recognition &
Engagement Team

Disaster &
Emergency Response
Team

Community Service
Team

The PQI Committee meets at fiscal year end to determine if CQI Teams will change, merge, or if we need to create new CQI Teams. **Therefore, Team names and purposes/goals may change over time as the organizational needs change.**

CQI Team Membership

- Full-time and Part-time employees are *encouraged* to participate.
- They will select CQI committee preferences at the beginning of the year and be assigned
- Each committee will elect a team lead/facilitator, coordinator, and secretary
- Lead should not be a Program / Ministry Director

Every effort will be given to assign staff based on their top committee preference, but they are ultimately assigned to ensure each committee has an appropriate # of staff to conduct business and reach their goals.

What do we measure?

Impact of services
on clients

Quality of Service
Delivery

Management/
Operational
Performance

External Reviews

Data Review & Analysis

The purpose of data collection and analysis is not simply to measure performance, but to improve practice & programs, ultimately leading to better client outcomes.

This can only occur if data is reviewed and analyzed on a regular basis to determine the need for change and identify options for improvement.



Using Data for Continuous Improvement

Services, programs, policies and procedures, organizational structure & processes, or training may be revised

Focused program reviews may be initiated

Specialized processes or staff assignments may be put in place to assist programs that are not performing as expected.



“To live is to change, and to be perfect is to have changed often” John Cardinal Newman (1801-1890)

How we Communicate Results

