2007 Quality Management Plan Objectives

1. To facilitate education about and compliance with the Tennessee Department of Health, Healthcare Facilities Licensure Board regulations for both new and existing programs.
   MOS: Licensure achieved and maintained for all programs.

2. To facilitate education about and continuing implementation of systems to support continuous standards compliance with the Joint Commission on the Accreditation of Healthcare's Consolidated Behavioral Healthcare Standards Manual.
   MOS: Successful completion of PPR with 10% decrease in cited standards,
   MOS: Successful integration of tracer methodology into operations.
   MOS: Successful completion of the organization's first unannounced triennial survey.

3. To prevent, reduce, and manage existing risk from general and professional operations for the organization
   MOS: Successful FMEA completion.
   MOS: Successful development and implementation of Safety Committee sub-committees' QI Initiatives for General Safety, Security, and Emergency Response.
   MOS: No settlement or award for greater than liability insurance retainer.

4. To facilitate continuing staff development through implementation of offerings for regulatory compliance, professional licensure and re-licensure, and competency in assigned position.
   MOS: All regulatory in-services offered at least biannually.
   MOS: 15 hours of AAODAC Board endorsed training approved yearly.
   MOS: Implementation of Healthstream Interactive Learning Platform.

5. To provide internal consultation services as needed in the areas of third party payor credentialing, medical records, clinical program development, and clinical ethics, as well as process development and analysis.
   MOS: Facilitation of Peer Review/Admissions Appropriateness quarterly meetings
   MOS: Participation in Board Executive and Program Committees, Executive Management Meeting, Safety Committee, Clinical Quality Management Committee
   MOS: Consultation in customization of Tier Clinical Information Systems with goal of successful implementation of system.
   MOS: Consultation with IOP Programming Standardization Team with goal of successful implementation of core programming at all sites during 2007.

6. To disseminate data that is easily turned into information for use in decision making
   MOS: Successful automation of QM functions on Tier, including review of usefulness of current data and data collection methods, gap analysis, and customization of reporting system.
   MOS: Investigation and procurement of outside vendor for practical outcomes data in cost-effective manner.

7. To provide analyze of information regarding patterns and trends at the organizational system level for use in decision making
   MOS: Successful investigation and purchase of healthcare statistics software with specific emphasis on control chart abilities.
   MOS: Quarterly analysis completed for Executive Management and the Board.

8. To establish ongoing infra-structure to more easily support the development of ideas for quality initiatives from a broad base of constituents within the organization.
   MOS: Full implementation of an organization wide multi-disciplinary, multi-departmental Quality Management Committee.

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