



Catholic Charities of the Diocese of La Crosse, Inc.

Policy Name:	Performance & Quality Improvement Policy (601)
Domain:	PQI (600)
Applies to:	All Staff
Policy Location:	COA;\Policies\600-PQI Policies\ 600 Performance & Quality Improvement Policy.pdf
Effective Date:	October 13, 2017
Date(s) of Revision:	September 6, 2019
References:	COA PQI 1, 1.01, 2, 2.01, 2.02
Approved by Executive Committee:	September 22, 2023
Authorized by Board of Directors:	October 18, 2023

601.00 Performance & Quality Improvement Catholic Charities of the Diocese of La Crosse (hereinafter, CCDL), through the use of a comprehensive performance and quality improvement (hereinafter, PQI) plan, will strive to achieve a high level of performance in client service and agency operations. CCDL promotes a culture that values service quality. CCDL has always taken pride in offering quality service to clients with heartfelt compassion and love. That sentiment is underscored and mandated by Pope Benedict XVI in his encyclical letter, *Deus Caritas Est* (12/25/2005): “Individuals who care for those in need must first be professionally competent: they should be properly trained in what to do and how to do it, and committed to continuing care” (31a). The Holy Father goes on, adding that workers, in addition to professional competency, must also have a “formation of the heart” that will not only lead them to provide technically correct service but will also enable them to provide that service with a sense of dedication “to others with heartfelt concern.”

601.10 PQI Plan CCDL will maintain a written PQI Plan that will provide information about the overall PQI process including parties responsible for carrying out the plan; timeframes and methods for gathering, assessing, and reporting data; stakeholder participation in the plan; descriptions of feedback data; how findings will be implemented; and methods for assessing the outcome of changes.

601.20 PQI Committee Annually, the PQI Director will send a recruitment request to all agency staff. The Director will then form an internal PQI Committee, containing representation across different office locations and departments, that will meet at least quarterly to monitor the PQI process and ensure that the programs are meeting PQI objectives. This committee will assist programs in developing outcomes and quality indicators, revising satisfaction surveys, and formulation agency improvement cycles.

601.30.00 PQI Director The PQI Director will be responsible for the following:

- Selecting members for the PQI Committee;
- Organizing PQI Committee meetings;
- Engaging people throughout the organization;



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- Identifying quality practice indicators;
- Ensuring proper data entry and integrity;
- Assessing training and resource needs for staff;
- Implementing internal and external evaluation methods, such as benchmarking;
- Monitoring progress on improvement cycles;
- Collecting, measuring, analyzing, and reporting data related on file reviews, outcomes, and satisfaction surveys;
- Communicating results to key stakeholders in a manner that facilitates their active engagement;
- Acting as the Client Rights Specialist, Privacy Officer, and Risk Manager.
- Developing an annual PQI report which:
 - Sums up the year's PQI activities, including those that have been completed and those that are continuing.
 - Revisits topics which were left over from previous PQI annual reports.
 - Names PQI objectives and goals for the next year.

The PQI Director will have education and experience in performance and quality improvement or ability to learn. Staff with limited education or experience will be supported through training, consultation, and mentoring.

601.40 Training All staff will be provided with PQI training appropriate to their job responsibilities. These will include:

- How to use forms, including the electronic database.
- How to analyze and understand data and utilize it to improve outcomes.