

Administration and Delivery/Service Delivery Administration
Performance and Quality Improvement (PQI)

Standard	Evidence Type	Evidence	Response Type	We Have	We Need	Who is Responsible	NA
PQI	Self-Study	<p>Describe how your organization defines and represents a culture that values quality improvement, including:</p> <ul style="list-style-type: none"> how strategic priorities influence the quality improvement process; the role of the governing body and senior staff; and the role of external stakeholders. <p>Describe the resources devoted to PQI. Include in your response:</p> <ul style="list-style-type: none"> a brief overview of fiscal, staff, training, and technological resources; and a list of key PQI staff, including their role, qualifications, and experience . <p>How has PQI data been used to identify areas for improvement? Describe two or three areas that you are currently targeting for improvement within your PQI system.</p> <p>Provide a list of measurement / data collection tools being used. List must also delineate:</p> <ul style="list-style-type: none"> why each listed tool was chosen; if tool is standardized or not; and if the tool is required by contract or funding source. <p>Describe your organization's status with implementing the PQI standards, including:</p> <ul style="list-style-type: none"> strengths and accomplishments; and any challenges your organization is experiencing with implementing the PQI standards. <p>Provide any additional details that would increase the Peer Team's understanding of your PQI system.</p> <p>Note: PQI Narrative Question #1 provides evidence for PQI 1. PQI Narrative Question #2 provides evidence for PQI 1 and PQI 3. PQI Narrative Question #3 provides evidence for PQI 7.04. PQI Narrative Question #4 provides evidence for PQI 4.</p>	File				

Administration and Delivery/Service Delivery Administration
Performance and Quality Improvement (PQI)

Standard	Evidence Type	Evidence	Response Type	We Have	We Need	Who is Responsible	NA
PQI	Self-Study	Completed Stakeholder Survey Recipient Reporting Form - Private, Public, Canadian	File				
PQI 1	Self-Study	Long-term or strategic plan (See GOV 7.02)	File				
PQI 1	Self-Study	Short-term plan (GOV 7.03)	File				
PQI 1	Self-Study	See response to Narrative Questions #1 and #2					
PQI 2	Self-Study	PQI plan / PQI operational procedures	File				
PQI 2	Self-Study	Document or chart that describes the organization's PQI structure including committees, work groups, and member lists, as appropriate	File				
PQI 2	Self-Study	PQI meeting/activity schedule for the next twelve months	File				
PQI 3	Self-Study	Job description of staff members responsible for oversight and coordination of the PQI system	File				
PQI 3	Self-Study	Job descriptions of staff with ongoing PQI responsibilities	File				
PQI 3	Self-Study	Tables of content of training curricula	File				
PQI 3	Self-Study	See response to Narrative Question #2	File				
PQI 4	Self-Study	See also PQI outcomes/outputs documentation provided in the Service Narratives					
PQI 4	Self-Study	Networks Only Networks provide network-specific performance measures	File				
PQI 4	Self-Study	See PQI plan re: description of what is being measured. Response must address and include PQI 4.02, PQI 4.03, and PQI 4.04, and include: outcomes outputs data sources indicators targets	File				

Administration and Delivery/Service Delivery Administration
Performance and Quality Improvement (PQI)

Standard	Evidence Type	Evidence	Response Type	We Have	We Need	Who is Responsible	NA
PQI 4	Self-Study	Documentation of stakeholder involvement in selection of outcomes, indicators, etc. (work group/committee meeting minutes, agendas)	File				
PQI 4	Self-Study	See response to Narrative Question #4					
PQI 5	Self-Study	Case record review procedures	File				
PQI 5	Self-Study	Sample of case record review data collection tools	File				
PQI 5	Self-Study	Description of sampling methodology	File				
PQI 5	Self-Study	Two most recent quarterly reports from the case record review process	File				
PQI 6	Self-Study	Data analyses/reports related to the elements in PQI 6.02	File				
PQI 6	Self-Study	Summary documents or reports provided to internal and external stakeholders, e.g., performance dashboards, annual reports reports of gains made against goals annual scorecards, etc. (PQI 6.03)	File				
PQI 6	Self-Study	PQI data management procedures	File				
PQI 6	Self-Study	Procedures for reviewing and aggregating PQI data	File				
PQI 7	Self-Study	Annual PQI Report	File				
PQI 7	Self-Study	See response to Narrative Question #3					
PQI 7	Self-Study	Evidence of improvements made from the analysis and use of PQI data, including data related to the standards in PQI 4, PQI 5, and PQI 6, and any related corrective action/improvement plans.	File				
PQI 1	On-Site Evidence	Governing body meeting minutes for review of PQI reports The Review Team will review the most recent budget for resources allocated to PQI					

Administration and Delivery/Service Delivery Administration
Performance and Quality Improvement (PQI)

Standard	Evidence Type	Evidence	Response Type	We Have	We Need	Who is Responsible	NA
PQI 2	On-Site Evidence	Networks Only Network contracts with network service providers					
PQI 3	On-Site Evidence	Documentation of staff PQI training Training curricula and materials					
PQI 4	On-Site Evidence	Regulatory/licensing or other external reviews/reports (PQI 4.05) For organizations seeking re-accreditation: Pre-Commission Review Report (PCR) Final Accreditation Report (FAR) Maintenance of Accreditation (MOA) Reports for the three most recent years					
PQI 5	On-Site Evidence	Results of external case record audits, if applicable					
PQI 6	On-Site Evidence	Additional analyses/reports related to the elements in PQI 6.02. PQI committees/work group minutes for analyzing PQI information Documentation of stakeholder review and discussion of PQI results, including meeting minutes and agendas Governing body meeting minutes regarding review of PQI data					
PQI 7	On-Site Evidence	PQI meeting minutes, agendas, attendance lists Governing body meeting minutes reflecting review of PQI data / annual PQI report					
PQI 1	On-Site Activities	Interview: Governing body chair CEO Staff at all levels					
PQI 2	On-Site Activities	Interview: CEO Senior management PQI personnel Staff at all levels					

Administration and Delivery/Service Delivery Administration
Performance and Quality Improvement (PQI)

Standard	Evidence Type	Evidence	Response Type	We Have	We Need	Who is Responsible	NA
PQI 3	On-Site Activities	<p>Interview:</p> <p>PQI personnel Managers and program directors Personnel at all levels</p> <p>For Networks</p> <p>Subcontracted providers Staff participating in the network-level PQI activities</p>					
PQI 4	On-Site Activities	<p>Interview:</p> <p>PQI personnel Relevant staff Other relevant stakeholders</p>					
PQI 5	On-Site Activities	<p>Interview:</p> <p>PQI personnel Relevant staff</p>					
PQI 6	On-Site Activities	<p>Interview:</p> <p>PQI personnel Relevant staff</p> <p>Review of management information system regarding collecting, aggregating, analyzing, and maintaining data</p>					
PQI 7	On-Site Activities	<p>Interview:</p> <p>PQI personnel Personnel at all levels External stakeholder groups</p>					