

SUBJECT: PERFORMANCE IMPROVEMENT

EFFECTIVE
DATE: 02-9-11 (replaces 03-02-10)

APPROVED BY:

Reviewed (no changes): _____

Executive Director

POLICY

It is the policy of McIntosh Trail CSB to have a performance improvement program that constantly monitors and assesses its performance against a series of goals and/or performance indicators. This program is systematic, collaborative and organization-wide and relates to both service and business outcomes. The focus of the Performance Improvement (PI) Program is:

- To maximize our business function.
- To increase the effectiveness and efficiency of services.
- To increase service accessibility.
- To increase the satisfaction of consumers and other stakeholders.

Information resulting from PI activities is used to review the implementation of the mission and core values of McIntosh Trail CSB, improve the quality of programs and services, and to facilitate organizational decision making and strategic planning.

PROCEDURE

Areas or processes identified as high risk, high volume, high cost, or problem prone are often areas that are chosen for study. The PI activities will occur within at least one of the following domains: effectiveness, efficiency, access and satisfaction. The suggested method for use is the Plan, Do, Check, Act method (PDCA). Once an area is identified for a performance improvement study, then relevant data is collected, aggregated and analyzed. Statistical tools and techniques are used for the analysis and display of data. The data is compared internally and externally, when appropriate, in order to identify undesirable patterns or trends. The analysis identifies areas needing improvement and results in an action plan. The action plan outlines the actions to be taken or changes to be made in order to reach the established or revised goals.

The action plan and progress is monitored through the Performance Improvement Committee and the LEAP Team using the Dashboard, progress reports, graphs, etc. Performance information is shared with consumers and stakeholders using the Trail Talk newsletter, the McIntosh Trail CSB website, board meetings, bulletin boards containing graphic displays, or other formats which are useful and meaningful.

Goals are tracked and reported at least annually, but more frequently, if indicated. The Dashboard is a graphic display of McIntosh Trail CSB's PI activities, including progress toward the goals. The Dashboard is maintained by the Performance Improvement Committee Chairperson and is available for view electronically on the McIntosh Trail shared drive.

Analysis of these areas is completed at least annually and relates to performance goals.