APPENDIX A
Organization of HealthCare Example

SOMEWHERE Family Health Center (SFHC).

POLICY:

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ORAL HEALTH QUALITY ASSURANCE & IMPROVEMENT PROGRAM

PURPOSE: To establish processes and mechanisms within the Somewhere Family Health Center, that will help assure the provision of high quality oral health care as well as an ongoing process of performance improvement.

SCOPE: All staff

POLICY STATEMENT:

The SFHC mission is to provide quality healthcare, including oral health services that are patient-focused, value-based and holistic. In order to ensure its services meet those characteristics, the SFHC will implement and monitor processes designed to continuously improve its services - - with the ongoing goal of meeting, or whenever possible, exceeding the valid requirements of the people it serves (i.e., either internal or external customers).

The Quality Assurance and Improvement Program (QAIP) aims to demonstrate that the SFHC oral health program and services meet a defined set of requirements and outcomes. Routine monitoring across the full breadth of services aims toward a pattern of repeated program enhancements and performance improvement.

Responsibility:

The SFHC Executive Director, along with the Dental Director and the Director of Quality are responsible for:

- monitoring the development and implementation of quality assurance policies/procedures about oral health and incorporating them into the organization’s overall performance improvement plan
- reporting to the SFHC Board of Directors.

The entire SFHC management staff is responsible for creating a culture of quality within the organization.

Description of Roles and Committees

SFHC Board of Directors

The SFHC Board of Directors is the policy-making body of the Health Center, thereby plays a crucial role in establishing the quality assurance and performance improvement policies under which the SFHC dental clinic staff conducts day-to-day operations. The SFHC Board assures the implementation and ongoing development of an effective Quality Assurance and Improvement Program (QAIP) that can assist in ensuring high quality health care, plus identify and correct weaknesses in the SFHC’s dental program.
operations. The Board will ensure, (via reports by the Quality Committee and the Executive Director), that systems are in place to measure the following quality of care indicators: patient satisfaction, access to care, quality of clinical care, health status of patients and productivity.

More specifically, the SFHC Board authorizes the SFHC’s Executive Director, the Finance Director, the Dental Director, plus all SFHC supervisors and staff to participate and fulfill their responsibilities in the QAIP as outlined below.

**Quality Committee**

This quality committee of the SFHC will meet at least four (4) times a year and will report to the SFHC Board. The report to the full SFHC board will include revisions and changes in the QAIP or related policies, as well as information needed for appropriate governance and maintenance of the SFHC’s high quality of service. The goals of the Quality Committee’s report to the Board of Directors are:

1. to provide the necessary and accurate information regarding SFHC programs and QAIP efforts;
2. to insure that patient care, clinical programs, and administrative services are consistent with the current standards of practice and program expectations; and
3. to improve the performance of the dental program staff at the health center by having accountability to the SFHC Board of Directors and by soliciting their input into the Health Center’s QAIP efforts. More specifically the Quality Committee will review and approve changes in clinical policies and procedures related to dental clinic operations and clinical protocols. The committee will evaluate information related to
   - clinical performance (e.g. provider evaluations, chart audits, oral health clinical indicators),
   - program monitoring,
   - patient satisfaction survey results,
   - results of operational measures that affect clinical performance, e.g. cycle times, and summary reports of recent QI changes,
   - quality of workforce,
   - quality of work environment,
   - cost and productivity,
   - health status outcomes, and
   - access-to-care issues.

A Board member with background experience in healthcare quality activities and the Executive Director will lead the Quality Committee meetings. The Dental Director also may be asked to prepare reports for the Quality Committee related to the quality of clinical systems, e.g. patient cycle times. Minutes of such meetings will be taken to document actions of the Quality Committee.