

QUALITY IMPROVEMENT PROCESS CHECKLIST

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ASSESSMENT CHECKLIST		NO	SOMEWHAT	YES
1.	Does your organization have a process or processes to improve quality?			
	Is a supervising board, management team or person responsible for decision-making based on employee performance reports			
	Is there a regular timetable for your organization's quality improvement process?			
	Does your organization communicate steps in that process to employees?			
2.	Are managers and employees evaluated in part on their performance improvement efforts?			
3.	Does your organization use performance reports regularly for making organizational decisions?			
4.	Is performance information used in the following ways?			
	To determine areas of care or process that may need analysis or evaluation			
	To set organizational priorities and direct or redirect appropriate resources			
	To inform policymakers of the potential or already observed impact of their decisions or proposals they are considering			
5.	Does your organization have the ability to take action to improve performance when needed?			
	Does your organization have processes to manage change in its policies, programs, and structure?			
	Do your organization's managers have the authority to implement changes to improve performance?			
	Does other staff within your organization have the authority to implement changes to improve performance?			
6.	Does your organization routinely develop quality improvement plans that set out deadlines, actions and staff responsible for those actions?			
7.	Does your organization have a process to coordinate quality improvement efforts among various departments and programs?			
8.	Does your organization routinely train managers and staff on effective quality improvement practice?			
9.	Does your organization provide appropriate staffing and financial resources to its quality improvement program?			

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