

What is a Performance Quality Improvement (PQI) Program?

A PQI program is a planned process to implement standards and monitor the attainment of measurable goals.

Providers must have a PQI program to evaluate the quality and appropriateness of services rendered.

The PQI Program must include a PQI Policy which states:

- The goals & objectives of the PQI program
- The components of the PQI program
- The person responsible for the PQI program
- The time frame for evaluation of the PQI program

What components are required to be monitored in a PQI program?

- Client Record reviews
- Personnel Record reviews
- Client Satisfaction Surveys
- CAHC contingencies, if applicable
- Risk Management Reports
- Two additional indicators to monitor quality of care

Who is responsible for the PQI program?

- It should be a collaborative effort between the Administrator and the Director of Nursing

When determining goals and objectives for a PQI program, what must be considered?

- Do goals and objectives indicate what the agency wants to achieve?
- Are PQI goals measurable?
Ex.
100% of client records are complete
To prevent falls with injuries

What is the time frame for evaluation ?

- Monitoring should be done quarterly, at minimum, which forms the basis of the Annual PQI Evaluation Report

What else should be included in a PQI Program?

- A written plan of corrective action must be included for identified problems
- If providers offer dual services, there must be a separate PQI process for each service

Questions? Check your Accreditation Manual or call the CAHC office.

