

# DCCCA Quality Improvement

## An Overview for Stakeholders

DCCCA is committed to continually improving the quality of its services and supporting operations.

### DCCCA's Quality Improvement Philosophy and Structure

The Quality Improvement Program takes a comprehensive approach, using data to identify areas needing improvement and then implementing changes to achieve performance targets, program goals, customer satisfaction and positive customer outcomes.

The DCCCA Quality Improvement Program operates with the full support and authority of the Executive Director and Board of Directors. The Director of Quality Improvement has primary responsibility for carrying out the organization-wide Quality Improvement Plan and maintaining compliance with Council on Accreditation Performance and Quality Improvement standards.

Department Heads, DCCCA's management group, is the group responsible for oversight of quality activities. Group members provide leadership and support for quality improvement activities within their respective programs or departments including identifying outcomes and measures which are required by regulatory agencies, funding sources, accreditation organizations or internally established.

Program managers work with staff and stakeholders to promote quality program services, set expectations for meeting established outcomes, and maintain a customer service focus. Performance and outcome results are shared as appropriate with staff and stakeholders.

Staff provide objective and subjective feedback regarding accessibility, responsiveness, professionalism, and other service-related issues. They also provide suggestions for improving services.

Quality Improvement applies to all services provided by DCCCA including Finance, Human Resources, Information Technology and Operations.

### Stakeholders

DCCCA values stakeholder participation and input. DCCCA's stakeholders include:

- Customers who are recipients of DCCCA services and their families
- Referral sources
- Funders and licensing entities
- DCCCA employees, interns and volunteers
- DCCCA Board of Directors

Customers and referral sources provide feedback to programs regarding accessibility, responsiveness, professionalism and other service-related indicators.

Funding organizations and licensing agencies provide regular reviews and feedback to applicable programs.

Employees, interns and volunteers provide ideas for improving services and participate in quality improvement activities.

The Board of Directors participates in developing and approves DCCCA's Strategic Plan and the Quality Improvement Plan.

### Measures and Outcomes

DCCCA has established program outcomes for all programs. Based on the program, they may reflect evidence-based evaluation tools, contract deliverables or best practice. Various tools focus on key quality factors such as engagement in services, protection from harm and timeliness of services.

Some of the items measured include:

- Strategic and annual goals
- Management and operational performance
- Program results
- Service delivery quality
- Customer and program outcomes

### Stakeholder input

Stakeholder participation in DCCCA's Quality Improvement Program is vital to its success. If you have input to provide, you may contact the appropriate DCCCA program manager (contact information available at [www.dccca.org/locations](http://www.dccca.org/locations) ) or the Director of Quality Improvement at [quality@dccca.org](mailto:quality@dccca.org).