

**Continuous Quality Improvement  
Steering Committee Annual Report  
Fiscal Year 2010  
7/1/09 – 6/30/10**

## **Introduction**

The purpose of this report is to highlight the progress of the Continuous Quality Improvement (CQI) program of Catholic Charities during Fiscal Year 2010.

## **Executive Summary**

CQI is a defined set of activities designed to improve organizational performance in support of achieving performance targets, program goals, client satisfaction, and positive client outcomes. CQI is a requirement of the Council on Accreditation (COA) as well as many of our funding sources. Catholic Charities has identified five key areas to focus our CQI data collection and evaluation: Case Record Reviews, Client Satisfaction, Productivity Measures, Outcome Measures, and External Audits and Reviews. Data in these areas are evaluated to identify trends and to implement improvements as needed. We compare improvements to our mission, core values, accreditation standards, best practices, and our own goals, objectives, and benchmarks.

FY 2010 represented a year of refinement for Catholic Charities' CQI Process. Last year, the CQI Quality Teams were re-configured based on geographic location of services in response to the revised organization structure. Accordingly, we established four Quality Teams: New Castle County, Kent County, Sussex County, and the Eastern Shore of Maryland.

We also expanded the focus of the Quality Teams to include Outcome and Productivity standards in addition to Case Record Reviews, Client Satisfaction Surveys, and Internal and External Audits. We enlarged our Case Record Reviews to include income / insurance verification and adherence to billing and collection processes as applicable to specific programs.

Overall, Catholic Charities has met established quality standards in our focus areas (Case Record Reviews, Client Satisfaction, Productivity Measures, Outcome Measures, External Audits / Reviews, and Risk Management). Quality Teams conducted appropriate follow-up on any variances that were noted during the course of the year.

During FY 2010, our Quality Teams continued to refine these new measures and the reporting of related data. One of the goals of the CQI Steering Committee was to develop a way to trend the data. The Steering Committee achieved this goal, and the current report format provides a way to more easily identify any significant trends. Another goal set by the CQI Steering Committee for FY 2010 was to develop a succession plan for CQI Steering Committee leadership. Pippa McCullough, Maryland Manager will be succeeding Andy Zampini as Chairperson of the Steering Committee as of July 1, 2010. Andy Zampini will assume the Chairperson role for the New Castle County Quality Team replacing Mark Coffey.

## **Next Steps**

- Continue to trend key indicator data
- Develop two new Client Satisfaction questions that cut across the organization
- Ensure that Quality Teams have representation of staff at various levels within the organization

## **Conclusion**

The CQI process continues to evolve and to serve an important role in improving the overall operations and quality of Catholic Charities. The CQI Steering Committee will continue to assess and alter its structure and reporting requirements as a means of improving the CQI process at Catholic Charities.