

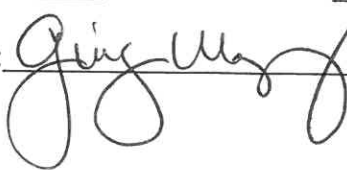
Department: Dental

Policy Number: HHS-5130-D

Attachments: _____

Policy Title: Performance Improvement and Quality Assurance Program

Date: 5/2013 **Revised:** _____

Approved by:  **Date:** 5/31/13

Purpose: The purpose of the Dental Department Performance Improvement and Quality Assurance Program is to continuously monitor and seek to improve the quality of care delivered to all patients by activities performed by the dental staff.

Policy: The Dental Director has the final authority and responsibility for the implementation of performance improvement and quality assurance activities for the dental department. He or she may delegate this responsibility to other members of the dental staff. The entire dental staff will be aware of and involved in performance improvement and quality assurance activities of the department.

The objectives of the Performance Improvement and Quality Assurance Program are:

1. To increase the probability of desired outcomes by improving support processes that most affect those outcomes.
2. To establish priorities for the identification, investigation, and resolution of issues and problems by focusing on those with the greatest potential impact on patient outcomes and patient satisfaction.
3. To assure that all employees who participate in patient care are appropriately trained in the processes that contribute to improved patient care.
4. To coordinate departmental performance improvement activities with those of the service unit and integrate those whenever appropriate.
5. To monitor provider performance for the purpose of credentialing and reappointing members of the dental staff.
6. To establish an effective communication process for reporting performance improvement activities to service unit employees, dental staff members, facility administration and the Governing Board.

*typed
7/20/13* 