

LEE MEMORIAL HEALTH SYSTEM BOARD OF DIRECTORS

POLICY MANUAL

no. 10.18B

category: General Operations

title: Quality and Performance Improvement

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PURPOSE:

To provide a comprehensive system of managing organizational and patient service processes to ensure continual improvement in the effectiveness and efficiency of patient centered care within the Lee Memorial Health System.

POLICY:

Care will be provided in the most appropriate setting, within resources available while consistently achieving optimal patient outcome.

The Lee Memorial Health System's Performance Improvement Process will be founded on the principles of Total Quality Management.

Lee Memorial Health System will establish a Performance Improvement Process that supports the System's Mission, Vision, and Values and provides implementation guidance for the Goals, Objectives and Strategies of the System's Strategic Plan.

Performance of the System will be measured on a continuous basis; information used will be reported to the Board and integrated as appropriate to manage System performance. Performance in high volume, high cost, high risk and problem prone areas will receive special attention.

Performance against the System Strategic Plan will be evaluated at least annually, in order to better formulate the next fiscal year's implementation plan.

The Senior Leadership Council and the Board of Directors will review the System's Performance quarterly and make changes as needed in keeping with Board Policy 10.39A "Elements of a System Performance Indicator"; Board Policy 10.40A "Procedure for Additions, Deletions & Retirement of System Performance Indicators" and Board Policy 10.41 A "Governance and Reporting of System Performance Indicators".

