



Catholic Charities' Performance and Quality Improvement (PQI) Program Philosophy

Philosophy

Since Catholic Charities is a ministry and apostolic activity of the Catholic Church, it is imperative that we incorporate the Catholic Faith into our activities and approach. This requires active participation in the life of the Church, a witness to Christ in all circumstances and remaining at the very heart of the community of others. (*Gaudium et Spes* #30 and #43)

A result of this Catholic identity is a commitment to meet not only the minimum commitments of its programs and professions, but to strive to true proficiency and excellence.

As a result, Catholic Charities operates an organization-wide performance and quality improvement program (PQI) to improve quality and the pursuit of excellence in its services by monitoring activities, and identifying and pursuing opportunities for improvement. The PQI program addresses both organizational performance and program and client outcomes.

In all of its programs and services, Catholic Charities strives to improve the quality of care and services it provides to children, families, immigrants, refugees, the imprisoned, those seeking adoption and pro-life pregnancy services, the working poor, the homeless and seniors. The PQI process generates recommendations to the board of directors and president.

Catholic Charities PQI program involves the systematic monitoring, improvement and evaluation of activities and data related to:

- Quality of care and services provided by the organization
- Stakeholder input and feedback
- Planning processes
- Risk management
- Case record review
- Key outcomes as identified by each service area
- Client satisfaction
- Management of information
- Compliance with all external review and regulatory requirements
- Meetings and trainings
- Review of changes implemented as a result of the PQI process

Program Structure

Catholic Charities PQI program is designed to examine the agency's overall function as well as client services relative to quality, outcomes, effectiveness, safety and efficiency. The

quality structure is comprised of four committees: Training, Practice, Planning, and Case Record Review, with staff representatives from across the agency.

Stakeholder Participation

Input from all stakeholder groups is solicited to provide input into the PQI process. Stakeholders include Catholic Charities staff, the board of directors, persons and families served, diocesan and chancery personnel, volunteers, pastors and parish representatives, consumer advocates, and donors.

Input is solicited through: the consumer satisfaction survey; stakeholder survey, board of directors meetings, program director and staff meetings; PQI meetings and committees (Training, Practice, Planning and Case Record Review), meetings with the community, consumer advocates, donors, contributors and other key stakeholders; the newsletter and the organization's website.

What We Measure

Quantitative and qualitative monitoring of outcome measures is designed to identify trends and performance opportunities in specific areas. Catholic Charities monitors service outcome measures and the achievement of service goals for each of its programs. The measures chosen are derived from a number of sources and are appropriate to the program's populations and service needs, for example, our mental health counseling program tracks changes in clinical or functional status, permanency of life situation, behavioral change, changes in psychosocial skills, etc. Each program continually monitors results of its outcome measures. Results are aggregated and analyzed, and reported on a quarterly basis to senior management and the board of directors, which makes recommendations back to the service program.

The Improvement Process

Catholic Charities PQI process includes:

- Identifying best practices and solutions in each of our professions. For example, we identify best practices in regards to depressed and suicidal clients prior to any problems; we evaluate the mental health of applicants to St. Margaret of Cortona Transitional Housing; we train volunteers, etc. We know the best practices and the types of practices that provide solutions and not just a response to problems.
- Identifying the problem (identification of an opportunity for improvement)
- Investigating the problem and identifying its root causes and barriers to improvement
- Solving the problem by taking action
- Evaluating the effectiveness of interventions by measuring outcomes data

Catholic Charities PQI program has matured and developed over the last decade and the agency staff is well trained and knowledgeable about the importance of continual quality improvement and PQI operations. The agency's leadership commitment to quality service extends to the individual client.