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| SUBJECT: PROGRAM IMPROVEMENT / EVALUATION & OUTCOMES MANAGEMENT SYSTEM  | NO. |
| Winning Wheels, Inc. has a program evaluation and outcomes management system, which generally includes persons served, including persons admitted to the program, and includes those who do not complete the program. The program evaluation system is based on the organizational plan, which includes the analysis of internal and external information and reports, actions taken based on this analysis, and involves information gleaned from other pertinent sources (e.g. assessments of individual program quality). The program evaluation system enables the organization to identify the outcomes of its programs, the satisfaction of those persons served, and the follow-up on outcomes achieved by those persons served. Emphasis is placed on the aggregate outcomes of persons served in a specific program. The information is gathered and analyzed to assist the organization and the program to determine their success in achieving and maintaining appropriate and desirable outcomes, and is utilized to create new programs as needed, and to improve, modify or delete existing programs. Analysis includes comparison with internal / historical data and comparable external data, when available.The program evaluation system is ongoing, is reviewed during the annual Board of Directors meeting in June or July, and utilizes information gleaned via the following mediums:1. Admissions criteria (MDS/RAI; Baseline assessments from clinical disciplines; initial program plan)
2. A strengths/weaknesses analysis and review of services offered (e.g. O.T., P.T., Recreational Therapy; Voc. Services; Dietary; Cognitive Rehabilitation; Transportation; Developmental Training; Social Services / Psychosocial; Restorative Nursing; Speech & Language Pathology; Medical Records; Environmental Services)
3. Measurable Objectives (Department specific, correlated with individual program plans and ongoing quality assessment measures)
4. Specification of the time for which measures are applied.
5. Priority ranking or weighting of objectives.
6. Measures of effectiveness and efficiency (Timeliness of objective attainment, outcomes of individual program plans; Quality Assurance studies and outcomes; Resident Rap / Resident Satisfaction Interviews, Budget comparisons, review of monthly financial statements, etc.)
7. Follow-up Information (Discharge Follow-up Log & Questionnaires; recidivism data; system collects and compares data at admission, discharge and post-discharge)

Through the use of the system, the following information is maintained:1. Characteristics/Demographic information regarding the persons served (e.g. diagnoses)
2. Lengths of stay
3. Measures of Effectiveness (e.g. outcomes achieved by the persons served)
4. Measures of Efficiency (e.g. time, cost and resource utilization)

Measures of satisfaction of the persons served |
| Approved: | EffectiveDate: | RevisionDate: 3/17 | Change No.: | Page: 1 of 2 |

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| The analysis of the information gathered enables Winning Wheels, Inc. to determine when performance is less than acceptable, to identify the reasons why performance fell below the acceptable level, and to follow up on and monitor corrective actions performed at specific times, the results of which will be documented.Winning Wheels, Inc. assures that appropriate internal and external stakeholders, as well as organizational personnel, are given the information necessary to effectively utilize the results of the information and outcomes management/ongoing program evaluation system. Mechanisms for communicating such information include, but are not limited to:Annual Resident Rap (persons served), Annual program evaluation with Board of Directors (stakeholders), Annual Department Head Retreat (personnel), and quarterly review of program evaluation data during Quality Assurance Committee meetings (personnel).Educational efforts are provided on an ongoing basis as necessary to assure that relevant personnel are provided with the information necessary for them to understand the value of outcomes measurement, collect data accurately and efficiently and interpret and use such data correctly. |
| Approved: | EffectiveDate: | RevisionDate: 3/17 | Change No.: | Page: 2 of 2 |