


CHAPTER: 6	SECTION: 1	SUBJECT: IMPROVING ORGANIZATIONAL LEADERSHIP
TITLE: <b>IMPROVING ORGANIZATIONAL PERFORMANCE</b>		
EFFECTIVE DATE: 8/28/95	REVISED/REVIEWED DATE: 8/30/97, 9/24/01, 3/15/05, 3/7/06, 5/6/08, 02/28/11, 6/6/12, 8/26/13, 6/19/14, 9/30/15, 4/6/17, 7/31/19, 09/16/2020, 10/01/21, 10/31/22	
ISSUED AND APPROVED BY:  EXECUTIVE DIRECTOR		

**I. PURPOSE:**

To establish policy and procedures for assurance of continuous quality improvement for Community Mental Health of Ottawa County (CMHOC).

**II. APPLICATION:**

To all Community Mental Health of Ottawa County (CMHOC) operated programs.

**III. DEFINITIONS:**

Not Applicable.

**IV. POLICY:**

CMHOC will develop and maintain a Performance Improvement Plan, and will also make sure resources are available to carry out the plan.

**V. PROCEDURE:**

1. The Performance Improvement Plan will be completed annually and will meet all Federal, State, and Lakeshore Regional Entity requirements. The plan will at a minimum include goals, responsibilities, structure, and performance indicators.
2. The Performance Improvement Plan will be approved by the Leadership Group annually and presented to the Community Mental Health of Ottawa County (CMHOC) Board.

**VI. ATTACHMENT:**

Performance Improvement Plan  
P.I. Committee Responsibility Matrix

**VII. REFERENCE:**

CARF Behavioral Health Standards Manual  
Quality Assessment and Performance Improvement Programs for Specialty Pre-paid Inpatient Health Plans (PIHPs).