This policy states our commitment to maintaining a continual and measurable improvement; achieved by implementing a system that ensures precision, accuracy, completeness, comparability, and valid representation of data and documentation.

Our Board of Directors, Management and Staff are committed to operating every aspect of the business to those standards that offer the highest possible quality of services to our target population. Our commitment is achieved by incorporating guidelines that are focused on continuous improvement in the quality of care and services provided which promote a higher quality of life for our target population.

All personnel introduced and consistently trained on management’s commitment to this policy in particular the quality in general and are encouraged to demonstrate their own support to the system by continuous active participation.

Annual and at minimum quarterly teaching, training, and assessment are conducted; covering any topic(s) related to procedures, effective management, quality of client service and care, and security.

Quality Standard System

The system is designed to help in maintaining accurate, accountability, record and documentation related to the target population served, and the quality and effectiveness of services offered.

Conduct Annual teaching, training, and assessment covering quality of care; management, direct-care, and board members. Procedural Manual is maintained to include policies, procedures, protocols, data elements.

Data Compliance Procedures

Data on all target population has or is receiving service(s) is maintained.

Participant data is specifically collected for the purpose of maintaining a system of accountability, which collects records and generates data reports aimed at improvement of quality of care and/or services. Collecting, recording, and reporting data.

Structure

The data is collected utilizing a secure web based custom developed program. The system is comprised of, a) user interface for data entry, b) MySQL database for storing data, c) a manager panel for user ID and a password assignment and monitoring and generating reports.

Sections of the initial application for service participation are structured to collect and store data for participation eligibility, risk assessment, tracking and reporting purposes include:

**Transition** the type of housing facility/living environment of a participant at time of the application for service.

**Contact Information** participant contact data.

**Demographic** participant demographic data. (Age, race, religion

**Employment and Income** participant Employment and Income.

**Medical History** participant health and medical data. This section includes details related Type of diagnosed health and/or medical condition, and health/medical contacts (physicians, hospitals, treatment ect.)

**Social Services** Participant history and related data, required for determining un-met needs and risk level, this includes all information required to establish and maintain accurate documentation of supportive services. All copies of a participant’s ISP are uploaded and stored.

**Emergency Contact** participant’s contacts person’s information if an emergency occurs.

Reports are generated based on data fields comprised in the application. There are two mandatory reports to be generated monthly:

a) Number of Target population (Total Number of Target population Active)

b) Target population \*Active and \*Closed Records (Date of Admittance, Close Date, Service Type, Sex, Age Range, Medical Diagnosis Area)

**Security**

The System adheres to the HIPAA (Health Insurance Portability and Accountability Act of 1996) Security Rule establishes the standards for security for electronic protected health information. Database assigned ID’s are used; multiple database(s) and fields are utilizes to prevent direct identification of a participant’s identity or prevent the opportunity of violation(s) of confidentiality.

Data is backed up daily and stored securely on an external back-up drive, which is stored in a locked cabinet within the director’s office. Two types 1) files system, and 2) database MySQL file.

The system operated from a secure server that includes Intrusion detection and firewalls. The server is designed to monitor, automatically alert, and record unauthorized access attempts.

**Authorized Users**

Access to data is restricted to the director and/or authorized management staff. Record is maintained for accurate documentation of all personnel involved in data collection, their job responsibilities, and specific roles related to data collection.

**Managing Change**

Change management is defined as preparing and adapting the procedure and/or system structure when necessary,

* *Procedural Manual:* The system manual is updated when any modification or adjustment is implemented to policies, procedures, and protocols, data elements /fields.
* *Governing body*: The Board of director is responsible for reviewing data reports at minimum quarterly, approving any changes and/or modifications to the systems policies, procedures, and protocols, data elements /fields whenever proposed prior to implementation.

Ongoing training: Intended participants; Board members and all personnel are required to complete an in-service as well as attend an annual training session that provides detailed information directly to the purpose of the system, related policies, procedures, and protocols, data collection and use.

In the event of a change or modification the board and all personnel are notified via electronic communication within 24 hours.

**Assurance of Data Quality**

The systems includes a secure server that promotes Data monitoring; and back-ups; reporting any discrepancies or data collection and errors

* *A monthly review- audit is conducted*

**IMPORTANT:** The Board of Directors, Personnel, Target population and/or Legal Guardians will be provided with written notification in the event of changes and/or modifications to the system related policies, procedures, and protocols, data collection.