



## PERFORMANCE & QUALITY IMPROVEMENT PROCESS

The mission of **Boys & Girls Haven** is to shelter, heal and teach struggling young people to become productive and healthy members of our community. We continuously strive to fulfill our mission and provide the highest quality of care to our clients, their families and our community. We accomplish this, in part, through the implementation of a **Performance and Quality Improvement (PQI)** plan. This plan:

- Promotes excellence and mission-driven action throughout the agency
- Involves clients, staff members, stakeholders and other relevant parties in the PQI process
- Utilizes data to assess the performance of individual programs and the agency as a whole
- Encourages continuous improvement across all services and programs offered by Boys & Girls Haven
- Supports the strategic priorities, goals and objectives of the agency.

The **Performance Improvement Plan (PIP)** is an integral part of **PQI** activities at **Boys & Girls Haven**. When a potential area for improvement is identified, we initiate a **PIP** by first asking three questions:

- What are we trying to accomplish?
- How will we know that change will lead to improvement?
- What are the measurable outcomes we wish to see?

After we have sufficiently answered these questions, we then work to identify actions that will result in the desired outcomes. During this phase of the process we:

- Define the processes currently in place
- Identify opportunities for improvement that exist
- Look for root causes of problems that have occurred
- Decide what we will change
- Engage in **Plan-Do-Study-Act (PDSA)** cycles.



After engaging in one or more PDSA cycles, we analyze what we have learned and determine how to effectively implement changes within the agency. This is the final step in the **Performance & Quality Improvement** process.

For more information about performance and quality improvement at Boys & Girls Haven, concerns, please click here <[hyperlink to general contact form](#)> or call 502-458-1171 and ask to speak with the Director of Programs.