

PQI Coordinators
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A: PQI PHILOSOPHY OF MISSOURI GIRLS TOWN FOUNDATION, INC.

The Performance and Quality Improvement plan of Missouri Girls Town Foundation, Inc. promotes excellence and continuous improvement in all aspects of our facility, programs and services provided. Input collected from our stakeholders, clients, staff and Board of Directors will allow us to establish strategic priorities and goals. Once goals are set, the PQI committee will determine what data is to be collected. Several committees made up of employees from every area of our facility have been formed. This data will be reviewed quarterly by the PQI Steering Committee to determine what improvements need to be made and oversee the implementation of necessary changes. These changes support long-term priorities and goals for organizational performance and client outcomes.

B. STRATEGIC PLANNING

An organization-wide, long-term strategic planning review is conducted yearly to review our:

- Mission
- Vision
- Strategic goals
- Objectives
- Milestones

The following goals have been set in Missouri Girls Town's strategic plan and carry over into PQI goal setting.

Goal #1: Missouri Girls Town Foundation, Inc. will become more financially secure.

Goal #2: Missouri Girls Town Foundation, Inc. will have a plan that allows for the timely and proper replacement of capitalized items.

Goal #3: Missouri Girls Town Foundation, Inc. will strengthen its Corporate Structure and Board Governance.

Goal #4: Missouri Girls Town Foundation, Inc. will improve client related programming to meet or exceed accepted National standards for residential care facilities.

C: STAKEHOLDERS

Missouri Girls Town Foundation, Inc. considers all donors, Board members, volunteers, client employers and supporting foundations as stakeholders in our mission. While stakeholders do not serve as members of any of the PQI committees, their input is taken into consideration during decision making in all aspects of Missouri Girls Town. Surveys will be distributed to stakeholders twice a year basis. The input from these surveys will be used to determine areas in need of improvement and setting new goals to achieve.

An annual report summarizing improvements and triumphs made throughout the year and goals to achieve in the year to come will be made available to all staff members, the Board of Directors and stakeholders during the third quarter of each fiscal year.

D: PQI PROCESS & MEASUREMENT

In support of the PQI process, the organization will collect and compare data from several sources. PQI committee members will determine areas that need review and prioritize according to the need for the most improvement.

PQI Committees using employees from each area of the organization have been formed to collect and analyze data collected in a number of areas. Committees meet on a monthly basis to set goals and form improvement plans. The PQI Chair of each committee then prepares a report to be submitted to the PQI Steering Committee on a quarterly basis. The PQI Steering Committee is made up of the Executive Director, Program Director, PQI Coordinators and committee chairs. The reports will be analyzed and interpreted to determine areas of strength and areas that need improvement. Improvements will be prioritized and a final improvement plan will be developed. Committee Chairs are to review the improvement plan with their committees and appropriate supervisory staff to implement recommended plans. Improvement plans are to be implemented and reported on at the following quarterly PQI Steering Committee meeting.

Areas of measurement include:

RECORDS REVIEW: Client records will be randomly selected and reviewed on a quarterly basis to ensure program outputs meet national licensing standards as well as the accuracy of each client file. This area implements Goal #4 of the Strategic Plan.

SAFETY REVIEW: Data collected for the safety review measures the safety of clients and employees and ensures that licensing requirements meet and/or exceeds standards. Areas include licensing audits and inspections, training and training materials, emergency preparedness, medication storage, recordkeeping and distribution. This area implements Goal #4 of the Strategic Plan.

PROGRAM SERVICE REVIEW: Data collected in this area is to ensure all client programming requirements are met, reviews client behavior, satisfaction and overall client outcomes. This area implements Goal #4 of the Strategic Plan.

RISK ASSESSMENT REVIEW: Data collected in this area includes internal and external stakeholder evaluations, financial and public relations and development evaluations as well as reviews the billing process. This area implements Goals # 1, 2 and 3 of the Strategic Plan.

**PQI
ORGANIZATION
FLOW CHART**

