

Shepherds Recovery and Counseling Service Inc.
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Snapshot

Overview

This document presents the comprehensive and systematic plan for the operation of the quality assurance program of **SRCS** agency. The Quality Assurance Plan shall be the standard that guides business function and service delivery and applies to all programming and services at the Agency. **SRCS** agency understands the need to strategically monitor and assess its performance as defined by the Agency's Performance Indicators. The Quality Assurance Plan will serve as the foundation for Performance Improvement. This comprehensive approach to Quality Assurance will define the Performance Indicators

Purpose






To stay on target at both strategic and tactical levels, the **SRCS** agency will continually monitor and evaluate its performance against a series of defined performance indicators and targets. By setting specific, measurable goals and tracking performance, **SRCS** agency can ascertain to what degree it is reaching its desires goals for service and business outcomes. Data will be collected from a variety of sources including Clients, stakeholders and staff.

Scope of Service

SRCS agency is a comprehensive provider of mental health services to a target population for community youth services programs in youth and families in the **SRCS** agency catchments area, which shall include **Oklahoma County, Cleveland, and Logan, and the townships of Midwest City, Del City, Spencer, and all of Oklahoma City.**

The Model

Quality Improvement plan (QIP) is a systematic, ongoing process that is designed to assess and evaluate the quality and appropriateness of services, to resolve identified problems, to identify gaps in service, to promote opportunities to improve business practices and service delivery and overall **SRCS** agency performance.

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|  | Study the system or process where improvement is needed. Evaluate the available information and describe what the information is telling you. Are there particular problems and what are the causes |
|  | Act and decide what change is needed. Will this be a large-scale or small-scale change |
|  | Plan on how the data will be collected. When will the progress be reviewed? Who will do the work |
|  | Do the work according to the plan that was created |
|  | Act by deciding if any further action is needed to bring improvement to noted area |



Study the gathered information and determine whether the desired outcome was achieved or not?