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POLICY

Snapshot

Statement of Summary

The purpose of **SRCS** agency Performance Improvement Plan (**PIP**) is to provide a **framework** for the (**SRCS**) **continuous** agency-wide approach to achieving effective and efficient service delivery that is reflective of the identified **SRCS mission, vision, and ethical values**, and supportive of the **long** and **short term** goals established for the **SRCS Agency**

Philosophy

(**SRCS Agency**) and its **leadership team**, and staff, place **top priority** on a performance Improvement Plan, (**PIP**) and structure to manage all areas of the **SRCS Agency** to ensure delivery of the best **possible care** for **SRCS Clients**. It is the goal of this policy to provide a **mechanism** and process designed to identify **opportunities to improve Client services**, outcome measures, community and stakeholder involvement, Client satisfaction, personnel satisfaction and retention, and environmental safety and security by measuring, assessing and improving these areas in a systematic and ongoing manner. A well-defined, implemented, and continuously evaluated **PIP** plan enables **SRCS** agency to develop **short** and **long** term **goals** that are **clear, flexible, responsive, pace setting**, and secure. **SRCS** leadership team members and staff are committed to maintaining a **high** standard of values and personal accountability which are inclusive of all parts of the organization as well as its identified stakeholders. The **PIP** plan for **SRCS** agency demands **evaluation** of every program and service against unbiased standards to measure organizational and programmatic innovation, methodology, execution and effectiveness

The guiding principles of the agency PIP approach include:-

1	A strong focus on client centered care and services
2	Utilization of an agency wide approach to improve important functions carried out by SRCS agency in utilizing team efforts, stakeholder involvement and community resources
3	Increasing the probability of desired service outcomes, including Client satisfaction, by assessing and improving governance, managerial, Clinical and support processes that most affect those outcomes.
4	Identifying opportunities to improve Client care and services provided.
5	Establishing priorities for improving care and services that have the greatest impact on Client care outcomes and Client satisfaction.
6	Alignment of practice with long-term and short-term planning
7	A strong emphasis on data collection and the conversion of “data” to review ready information used in the on-going process of continuously modifying practice to meet stakeholder demands
8	An SRCS agency culture of on-going learning and capacity development based on findings of PIP activities
9	Coordinated performance improvement activities and integrated efforts of all disciplines throughout the agency
10	Increasing the safety of Clients and staff by analyzing processes that pose high risk