

**FAMILY PLANNING PROGRAM****SECTION:** Quality Assurance**POLICY AND PROCEDURE MANUAL****SUBJECT:** Quality Assurance Plan

POLICY: Each delegate agency must have a quality assurance system/plan in place that provides for the ongoing evaluation of project personnel and services.

GUIDELINES:

The quality assurance system must include at least the following:

1. Established set of clinical, administrative and programmatic standards by which conformity would be maintained.
2. A tracking system to identify clients in need of follow-up or continuing care.
3. Ongoing medical audits:
 - a. quarterly review of medical records
 - b. semiannual internal medical audits.
4. Midlevel clinician/physician peer review procedures that evaluate clinical performance, provide feedback, and initiate corrective action when deficiencies are noted.
5. Periodic review of medical protocols to maintain current standards of care (see appendix for Protocol Review, Protocol Revision and Protocol Update forms). Medical Director reviews all protocols submitted by Protocol Committee.
6. A process to elicit consumer feedback (i.e., client survey).
7. Fiscal year goals and objectives based on a formal or informal needs assessment.
8. An agency workplan to ensure that planned activities, meetings, and projects are accomplished within the designated fiscal year.
9. Annual delegate director and employee evaluations.
10. Annual review/update of policies and procedures (see appendix for Policy and Procedure Review, Policy and Procedure Revision and Policy and Procedure Update forms).



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11. Incident report procedure.

References:

1. Program Guidelines for Project Grants for Family Planning Services, January 2001, p. 30, Section 10.4, Quality Assurance and Audit.
2. Program Guidelines for Project Grants for Family Planning Services, January 2001, p. 7, Section 6.2, Planning and Evaluation.
3. Program Guidelines for Project Grants for Family Planning Services, January 2001, p. 9-10, Section 6.5, Personnel.