



**Healthy Start Coalition of Miami-Dade
Performance Improvement and
Corrective Action Plan Policies/Procedures**

The Healthy Start Coalition of Miami-Dade Quality Assurance and Quality Improvement Plan (QA/QI Plan) examines the processes of service provision, addresses customer satisfaction, is data driven, monitors achievement of performance measures and desired outcomes, and focuses on continuous improvement. The QA/QI plan will ensure that Healthy Start services are delivered in a manner complying with the current *Healthy Start Standards and Guidelines* developed by the State of Florida, Department of Health and the Coalition's contractual indicators.

Performance Improvement Plan

The Coalition's Quality Assurance and Quality Improvement Team (QA/QI Team) consists of the Director of Programs, Director of Administration, Director of Quality Assurance and Quality Improvement, Quality Assurance and Improvement Specialist, and other staff as determined by the Chief Executive Officer. The QA/QI Team will write a report on the results of the monitoring visits, or wraparound services class observations, or home visits, and/or participant satisfaction surveys and make recommendations. Each contractual provider will receive a copy of its own monitoring results. If the contractual provider is found out of compliance with at least one performance measure or terms of the contractual agreement with the Healthy Start Coalition or the current *Healthy Start Standards and Guidelines* in a quarter, then the Coalition's QA/QI Team will request a Performance Improvement Plan from said provider found out of compliance.

- The provider must submit the performance improvement plan within ten (10) working days of receipt of notification by the QA/QI Team and begin implementation of the plan immediately.
- The provider must submit the performance improvement action plan within ten (10) working days of receipt of notification by the QA/QI Team. The contractual provider will begin implementation of the plan immediately.
- The QA/QI Team will review the performance improvement plan and notify the provider on whether or not the corrective action plan has been approved within ten (10) working days of receipt. If the corrective action plan is not approved, the QA/QI Team will list the reasons for disapproval.

- If the performance improvement plan is not approved, the contractual provider will be given a second opportunity to make changes and resubmit the revised plan no later than ten (10) working days from the notification date.
- In the event that a mutual agreement cannot be reached, the Coalition will have the final determination of the corrective action plan requiring conformance with the contract.

Provision for Corrective Action Plan

If the provider was required to submit a performance improvement plan during any given quarter and was found out of compliance with the performance measures or terms of the contractual agreement, or the current *Healthy Start Standards and Guidelines* a second time during the contract year, a corrective action plan will be required of that provider found out of compliance.

- The QA/QI Team will notify the provider in writing of the specific performance failures and will require the provider to respond to the performance failures by developing a corrective action plan that is mutually agreed upon by the Coalition and the provider.
- The provider must submit the corrective action plan within ten (10) working days of receipt of notification by the QA/QI Team. The contractual provider will begin implementation of the plan immediately.
- The QA/QI Team will review the corrective action plan and notify the provider on whether or not the corrective action plan has been approved within ten (10) working days of receipt. If the corrective action plan is not approved, the QA/QI Team will list the reasons for disapproval.
- If the corrective action plan is not approved, the contractual provider will be given a second opportunity to make changes and resubmit the revised plan no later than ten (10) working days from the notification date.
- In the event that a mutual agreement cannot be reached, the Coalition will have the final determination of the corrective action plan requiring conformance with the contract.

Failure to Submit Performance Improvement Plan and/or Corrective Action Plan

- If the contractual provider ignores the Coalition's written notification by failing to submit a performance improvement plan and/or corrective action plan within the specified time, the Coalition may submit a second notice to the provider.

- The contractual provider will be given seven (7) calendar days to submit the performance improvement plan and/or corrective action plan from the date of second notice.
- The Quality Improvement Review Committee (QIRC) may recommend to the Executive Committee placement of the contractual provider on probation and/or suspension of the disbursement of its monthly allocation for the following reasons:
 1. the contractual provider does not comply with the provisions of the corrective action plan,
 2. the contractual provider fails to provide appropriate documentation upon request, or
 3. the contractual provider cannot achieve the contractual indicators within the established time period.

The contractual provider will be placed on probation or suspension until satisfactory progress with implementation of the corrective action plan has been achieved.

Withholding of Payments

Payments will be withheld if:

- The provider is determined by the Coalition to be out of compliance with the terms of the contract.
- The Coalition's decision to reduce or withhold funds will be in writing and submitted to the provider. The written notice will specify the manner and extent to which the provider has failed to comply with the terms of the contract.
- When compliance is achieved, withheld funds will be reinstated.

Termination of Contracts

Contracts will be terminated for the following reasons:

- The contractual provider fails to take action to remedy the identified issues, deficiencies, or concerns that were raised by the QA/QI Team.
- The contractual provider is unable to take action to remedy the identified issues, deficiencies, or concerns that were raised by the QA/QI Team.

