

**HACKETTSTOWN MEDICAL CENTER
PHYSICAL/OCCUPATIONAL THERAPY PROCEDURE MANUAL
PERFORMANCE IMPROVEMENT**

=====

Effective Date: July, 1984
Cross Referenced:
Reviewed Date: 09/12, 03/16
Revised Date:

Policy No: 5200-4.003/5300-4.003
Origin: Physical/Occupational Therapy
Authority: Therapy Services Manager
Page: 1 of 1

POLICY

These departments will participate in the performance improvement plan as outlined in the Performance Improvement Manual by continuously studying and improving processes by which care is given.

PROCEDURE

All staff should remain mindful of departmental performance improvement initiatives.

Quality Indicators will be selected for each department. These will be monitored by the Rep with the assistance of the staff. A report will be forwarded quarterly to the Quality Management Department.

Measurement addresses important dimensions of performance which includes:

- Efficacy
- Appropriateness
- Availability
- Timeliness
- Effectiveness
- Continuity
- Safety
- Efficiency
- Respect and Caring

Performance Improvement initiatives will be identified by staff and documented on LEAN boards. LEAN boards will be monitored by Manager and Lead staff for progress.