

SFDPH-BHS Clinical Documentation Tools:

CQI Prompt (Question 8 in Appendix A from San Francisco Citywide Contract Boilerplate/P-600)

Describe your program's CQI ***activities to monitor, enhance, and improve*** the quality of service delivered, including ***how you identify areas*** for improvement, and your CQI ***meeting structure and frequency***. Include in your description how you ensure continuous monitoring of the following:

- Achievement of contract performance ***objectives and productivity***;
- Quality of documentation, including a description of the ***frequency and scope of internal chart audits***;
- ***Cultural competency*** of staff and services;
- ***Satisfaction*** with services; and
- Timely ***completion and use of outcome data***, including CANS and/or ANSA data (Mental Health Programs only) or CalOMS (Substance Use Disorder Treatment Programs only).

Evidence of CQI activities related to 1-5 above must be maintained in your program's Administrative Binder. Some ***examples*** of Evidence of CQI activities are ***descriptions of monitoring processes*** or improvement projects, copies of meeting agendas or ***materials addressing these items***, Avatar or BHS-generated outcome reports, etc. You will be required to produce a complete and up-to-date Administrative Binder for review by the DPH Business Office Contract Compliance (BOCC) staff during monitoring visits.