Cornerstone Behavioral Healthcare
Section 17. Quality Improvement

A. Policy: Cornerstone Behavioral Healthcare (CBH) will have a Quality Improvement (QI) policy. CBH will identify any organization-wide issues, implement solutions to improve overall quality, and promote accessible, effective services at all sites. QI must take into account all groups of individuals served by the organization.

B. Operational Plan: CBH will have an operational plan that assigns responsibility for coordination and implementation of QI activities and that:

1. Includes stakeholder participation in the QI process. Stakeholders may include, but are not limited to, clients, guardians, employees, volunteers, consultants, citizen review and advisory groups, client advocates, referral sources, contractors, and partners;
2. Includes quality improvement reviews of services provided by independent contractors;
3. Outlines methods and timeframes for monitoring and reporting activities;
4. Describes how opportunities for improvement identified through QI activities will be addressed by the organization; and
5. Provides for an annual assessment of the QI plan that includes stakeholder input and identifies any barriers to, and supports needed for, quality improvement.
6. CBH will develop key outcomes and indicators, and identify sources of reliable data as components of the QI plan.

C. Focus of Data Collection: CBH will focus the collection of service delivery information on the appropriateness, efficacy, and effectiveness of services; and dimensions of service quality, including accessibility, availability, efficiency, continuity, safety, and timeliness.

D. Incident Analysis: At least annually, CBH will review sources of information, as applicable, to identify patterns of reportable incidents and aggregate data regarding treatment outcomes.

E. Periodic Reports to Personnel: CBH will periodically make reports available to stakeholders stating what is learned as a result of its quality measurement and improvement effort.

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10/05/2026
Date

10/28/2026
Date