Quality Improvement Principles

The CFGC approach to quality improvement is based on the following principles:

Client Focus. High quality organizations focus on their internal and external clients/stakeholders and on meeting or exceeding their needs and expectations. The client empowerment and satisfaction level is important to us.

Data Informed Practice. Successful QI processes create feedback loops, using data to inform practice and measure results.

Prevention over Correction. Continuous Quality Improvement entities seek to design and monitor good processes in real time to achieve excellent outcomes rather than fix processes after the fact.

Leadership Involvement. Strong leadership, direction and support of quality improvement activities by the Senior Management Team, Executive Management Team and CEO are keys to improved performance management. This involvement of organizational leadership assures that quality improvement initiatives are consistent with CFGC mission and strategic plan.

Employee Empowerment. Effective programs involve staff at all levels of the organization in improving quality. CFGC cares about the quality of life of its employees and their work-life balance, and supports it through the activities of the Staff Wellness Initiative.

Performance Measurement. Continuously measuring and assessing the results produced by the programs through the collection and analysis of data leads to improvement, whether it is a systemic shift or small incremental changes that do make an impact. It involves identifying processes, systems and outcomes that are integral to the performance of the service delivery system, selecting indicators of these processes, systems and outcomes, analyzing information related to these indicators, and taking corrective action as needed.

The CFGC Quality Improvement focus encompasses: promising and evidence-based practices; culturally competent services; data-based decision making; accessibility of services; service delivery capacity; coordination with other organizations and community resources; client satisfaction; outreach, addressing potential barriers to services; training; and adherence to strict ethical standards and compliance with regulatory policy and codes.