

## Performance Improvement Plan Requests

### Policy

It is the policy of Central Florida Behavioral Health Network, Inc. (CFBHN) to require Network Service Providers (NSPs) to submit a formal improvement plan in response to identified issues or concerns related to requirements of performance or compliance.

### Purpose

The purpose of this policy is to define the types of performance improvement plans that may be requested of an NSP when opportunities for improvement are identified by CFBHN.

### Procedure

1. When CFBHN identifies an opportunity for improvements, the NSP is notified, technical assistance is offered, and a plan to improve the identified issue is requested.
2. The following are definitions of plans that may be requested:
  - A. Corrective Action Plan: A request made by any CFBHN department for the submission of a formal written plan to correct a major contract compliance issue or a pattern of errors that significantly impact the provision of quality services, continuation of funding and/or operation of the organization.
    - 1) Corrective Action Plans are reviewed for compliance within 90 days of the plan's completion date.
    - 2) A Correction Action Plan's compliance review is conducted by a staff member of the CFBHN department that issued the plan request.
  - B. Area of Concern: Requested by the Continuous Quality Improvement (CQI) department when compliance issues are identified through formal monitoring. An Area of Concern is called for when the identified issues do not meet the criteria for a major contract compliance violation or Corrective Action, but, if not addressed, have the potential to become problematic. This request requires a written plan of response.
  - C. Performance Improvement Plan: Requested by any department when opportunities for improvement are identified through formal or informal monitoring. This request requires a written plan of response.
  - D. Lapse Funding Plan: Requested by CFBHN when financial reports indicate that contracted dollars are not being spent as allocated and there is the potential for a lapse of funds.
  - E. Other Plan: Suggestions or recommendations identified by CFBHN to assist a partner in meeting a best practice or to improve quality or performance

<b>Performance Improvement Plan Requests</b>		Date Issued: <u>12/23/2003</u>
Approval: _____		Last Revision: <u>10/29/2020</u>
Linda McKinnon, President/Chief Executive Officer		Review Date: <u>10/29/2020</u>