

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 contract compliance or performance requirements.

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 improvement, the NSP is notified, technical assistance is offered, and a plan to improve the identified issue is requested.
2. The following are definitions of the types 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 impacts 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 Corrective 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. Other Plan: Suggestions or recommendations identified by CFBHN to assist a partner in meeting a best practice or to improve quality or performance
3. NSPs that do not submit Action Plans, or that are unable to demonstrate Action Plan compliance, are subject to additional follow-up and/or sanctions. A report on the continued lack of compliance is also prepared and submitted to the NSP's CEO and to the CFBHN Board for further action.

Performance Improvement Plan Requests Approval:  Alan Davidson, President/Chief Executive Officer	Date Issued: <u>12/23/2003</u> Last Revision: <u>07/31/2024</u> Review Date: <u>04/23/2025</u>
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