

PROCEDURE

Series:	Risk Management-QA	COA: PQI 2, 3, 4 5 & NET 8
Procedure Name:	Performance and Quality Improvement for Contracted Service Providers	
Procedure Number:	RQ-507	
Reviewed Date:	2/29/12, 8/22/16, 11/22/19, 4/14/24, 3/26/2025	
Revision #/Date:	07/07/2025	
Effective Date:	2/2/09	
Applicable to:	All Family Partnerships of Central Florida (FPOCF) Staff and Contract Providers	

SUBJECT: Performance and Quality Improvement for Contracted Service Providers

PURPOSE: FPOCF is dedicated to the highest standards of quality in the provision of services to our children and families. This procedure outlines Quality Management, which includes quality assurance and improvement activities utilized in the management of the FPOCF Contracted Network Providers.

PROCEDURE:

References:

FPOCF Policies/Procedures: GOV203, PR901, RQ505, CG301, CG302

Definitions

Quality Management: is the systematically integrated review of Quality Assurance and Improvement activities.

Quality Assurance: is an “externally” driven system that validates internal practices and uses sound principles of evaluation to ensure that data is collected accurately, analyzed appropriately, reported, and acted upon. The QA function looks at the entire system. Products of the QA function include reports that validate data and evaluate the impact of current practices on in process and end process measurements and provide recommendations for improvements.

Contracted Providers Performance:

FPOCF is responsible for the overall system performance and obtaining outcomes for children and families that are consistent with state and federal mandates and overall identified goals for the System of Care. As part of a Quality Management Plan, FPOCF works collaboratively with community stakeholders and contracted providers to help define success and to establish quality management data collection and reporting systems, to review performance, and to institute changes at the system level to ensure continuous improvement within our Network.

As part of this process, performance measures and targets are developed and are stipulated on

each of our Provider's Contracts (see CG302). By conducting Provider meetings, reviewing Quarterly Outcome Measures Reports and conducting on-site monitoring reviews, the Operations Department in cooperation with the Performance and Quality Team and Contracts and Compliance Department reviews progress on performance measures, identifies areas which need improvement, as well as provides informal forums for open communication with Contracted Service Providers to resolve issues and concerns.

Quarterly each respective Contracted Service Provider sends in the data regarding their performance for all measures identified in their respective contract. As part of this report, each service provider provides data on each performance measure and addresses areas where targets have not been met and what improvements will be put into place to address these areas in the upcoming quarter. This information is reviewed and monitored by the Contracts and Compliance Department who in turn reports on any patterns and trends as part of FPOCF's Quality Management Team.

On Site Monitoring Frequency

As part of FPOCF's overall Performance and Quality Improvement Program for the System of Care, FPOCF's Contract and Compliance Department utilizes a decision matrix for determining the frequency of on-site monitoring. As part of the initial procurement process, a Risk Assessment is completed prior to initiating a contract (see Procurement of Commodities or Services Procedure # PR 901 and Risk Assessment Procedure # RQ 505). In addition to this assessment, prior to the on-site monitoring, a Risk Assessment (see Contract Monitoring Procedure # CG 302) will also be completed by the Contracts and Compliance Department. Additional information regarding new and existing contracts will also be utilized to determine the frequency of on-site monitoring. These additional areas include, but are not limited to, number of children served by the contracted provider, type of services provided through the contract, change in provider management, prior performance/corrective actions, and any critical/safety issues that have been identified. In addition, at any time during a contract term and as part of Performance and Quality Improvement process, a modification to the contracted provider's monitoring level can be made if additional factors become known which justify the need for the change.

Performance and Quality Improvement Report

As a part of the Contract Monitoring process (see Contract Monitoring Procedure # CG 301), the Contracts and Compliance Department complete an executive summary outlining a comprehensive overview of all Contract Monitoring Activities for the fiscal year. The executive summary includes information and analysis regarding performance measure outcomes, strengths and weaknesses of organizations monitored, as well as including recommendations for improving the performance of the contracted providers. This report is reviewed by FPOCF's Quality Management Team as part of the overall Performance and Quality Improvement process to identify additional areas for improvement as well as provide information for the development of Procurement and Contracting plans for the upcoming fiscal year. This information is also shared with the FPOCF Executive Team and Governance Board of Directors and posted on the FPOCF website. In addition, this information assists in the annual review of evaluating and identifying the type and number of service providers required to accomplish the mission, goals, and objectives within the System of Care.

BY DIRECTION OF THE PRESIDENT AND CHIEF
EXECUTIVE OFFICER:



PHILIP J. SCARPELLI
President and Chief Executive Officer
Family Partnerships of Central Florida

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