

# RECOVERY EDUCATION NETWORK POLICY AND PROCEDURE

## QUALITY ASSURANCE, IMPROVEMENT AND MONITORING

PNP NAME	QUALITY ASSURANCE, IMPROVEMENT AND MONITORING
PNP NUMBER	UNASSIGNED
PNP EFFECTIVE DATE	JANUARY 2017
PNP NEXT REVIEW DATE:	FALL 2019
PNP APPROVED BY	PHYLLIS REDDY HALEY, M.S., CRRA, CHIEF OPERATIONS OFFICER
PNP POLICY STATEMENT	IT IS THE PNP OF THE REN TO HAVE A CLEAR AND DEFINED QA, QI AND MONITORING POLICY AND PROCEDURE.
PNP PROCEDURE STATEMENT	<p>THE REN QUALITY ASSURANCE AND QUALITY IMPROVEMENT POLICY AND PROCEDURE IS COMMITTED TO ACCOUNTABILITY, MEASURING PERFORMANCE AND LONG TERM CONTINUOUS IMPROVEMENT IN THE DELIVERY OF EDUCATIONAL SERVICES.</p> <p>THE FOUNDATION WILL PROVIDE A HIGH STANDARD FOR EDUCATIONAL SERVICES IN THE RECOVERY FIELD AND ENSURE THE DELIVERY OF A QUALITY PRODUCT TO OUR STUDENTS.</p> <p>THE QUALITY ASSURANCE AND IMPROVEMENT PROCESS INVOLVE:</p> <ul style="list-style-type: none"> <li>• IDENTIFICATION AND ANALYSIS.</li> <li>• IDENTIFICATION OF PERFORMANCE OUTCOMES, BOTH INTERNAL AND EXTERNAL.</li> <li>• MONITORING OF SERVICE DELIVERY AGAINST CLEAR AND KNOWN STANDARDS TO TRACK SUCCESS AND FAILURE.</li> <li>• RECOMMENDATIONS FOR CORRECTIVE ACTION.</li> </ul>

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	<p>THE WORK IS COMPLETED VIA:</p> <ul style="list-style-type: none"> <li>• PLANNED AND SYSTEMATIC REVIEWS UTILIZING REVIEW INSTRUMENTS DEVELOPED IN PARTNERSHIP WITH STAKEHOLDERS.</li> <li>• TIMELY DISTRIBUTION OF CONCISE REPORTS TO APPROPRIATE ENTITIES WHO CAN PROVIDE FEEDBACK.</li> <li>• OTHER QUALITY ASSURANCE MONITORING TECHNIQUES CONSISTENT WITH ACCOMPLISHING OUR MISSION.</li> </ul> <p><b><u>QUALITY ASSURANCE:</u></b> THE PROCESS WE USE TO IDENTIFY THE ISSUES (REPORTS).</p> <p><b><u>QUALITY IMPROVEMENT:</u></b> THE PROCESS WE USE TO IMPROVE OUTCOMES.</p>

**POLICY AND PROCEDURE END**



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