

New Hampshire WIC/CSFP Policy & Procedure Manual

Chapter 10 MONITORING & EVALUATION

Local Agency Quality Improvement (QI)

Purpose	To continuously monitor program activities and to modify operations when identified. To highlight training needs for local agency staff.
Policy	The local agency shall develop and implement routine quality improvement (QI) activities in order to review and evaluate their program's services.
Authority	7 CFR 246.11 246.19 246.25 USDA FNS, WIC Nutrition Services Standards #6 & #10
Procedure	<p>The local agency's quality improvement (QI) activities or plan shall include a general description with identified tools for evaluating:</p> <ol style="list-style-type: none">1. staff performance; and2. program management and operations. <p>Staff performance QI activities shall include observing all clinic staff using the NH ME Clinic Observation form, reviewing annual staff continuing education units, and other activities as determined by the local agency.</p> <p>Program management and operations QI activities shall include monthly record reviews, review of current corrective action plans from previous Management Evaluation, 6-month assessment of local agency work plan, and other activities as determined by the local agency.</p> <p>All quality improvement activities shall be documented and retained for subsequent year management evaluations.</p>
Exception	No exceptions
Best Practice	Review and include all staff in the development and implementation of the local agency Quality Improvement plan.