**Capital Home Care/UCP Central PA**

**Quality Management Plan 2021**

**Quality Management Plan:** 1. Measurable goals to ensure compliance, 2. Data-driven outcomes to achieve compliance

|  |  |  |
| --- | --- | --- |
| Goal | Measurable Goal | Data-Driven Outcomes |
| Ensure Participant Satisfaction | All active Participants will receive an annual survey to measure satisfaction | 85% or higher, of surveys indicate that participant is satisfied or highly satisfied with Capital Home Care (minimum of 50% response rate) |
| Ensure Participant Safety | Monthly Review of preventable incidents. | Stay below 5% preventable incident rate. |