



## Measure Narrative Form

Domain:

9

Measure:

9.2.1

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### Measure Narrative: 10,000 character maximum

- Be concise and clear
- Do not enter charts, images, or web links
- Provide a broad summary of how all of the evidence provided demonstrates conformity with the PHAB Measure and any other contextual information to help the site visit team understand why the documentation was selected
- The narrative summarizes all documentation selected and uploaded for the measure, not just one piece

The Carson City Health and Human Services (CCHHS) Quality Improvement Plan (QIP) acts as an introduction to performance management and quality improvement, as well as a resource for all staff members of the organization. As the mainstay of the CCHHS quality improvement program, the QIP defines common and organization-specific terms relating to the CCHHS performance management system and quality improvement functions, as well as outlining roles and responsibilities relating to staff of all levels, appropriate functions, training plans, and system objectives. This was CCHHS' first official QIP, and was developed alongside the development and implementation of the first official quality improvement processes, forms, and training modules (module 1 and module 2). The reason for this being that as the organization learned what was working (and more importantly, what wasn't), the plan could move from an empty template to a strong QIP that fits the organizational processes, goals, and culture. Thus, the first trainings were completed before the beginning of the plan, and will be reviewed at least annually to reflect further changes as the organizational culture grows.