

# Standard Operating Policy and Procedure Guide

<b>Department</b> All	<b>Type</b> General	<b>Effective</b> 8/15/11	<b>Revision</b> 8/15/2014
<b>Number</b> 1.3.8	<b>Topic</b> Continuous Quality Improvement Program	<b>Approvals (A/L)</b> DM/WR	<b>Reviewed</b> 8/20/2014

## OVERVIEW

Amerimed maintains a Continuous Quality Improvement (CQI) Program with oversight by the Medical Directors and/or Senior Leadership.

## SECTION A

All service aspects of Amerimed's operations, including Communications, Field Operations, and Patient Accounting and Documentation have well defined guidelines and expectations in order to ensure all involved associates understand their responsibilities in these areas.

Patient Care Reports (PCRs), , Daily Unit Checklists, and other documentation may be reviewed by Shift Commander, Division Managers, Operations Managers, the Compliance Officer and/or the Amerimed Medical Director. Program operations will focus on analysis of data, creation of improvement projects, associate education specific to areas in need of improvement, monitoring of changes, and reporting of outcomes to Amerimed Management and/or Medical Direction.