



# Rancho Los Amigos National Rehabilitation Center

## Communication Disorders Department Policy and Procedure

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**SUBJECT: PERFORMANCEIMPROVEMENT**

**Policy No.: 229**  
**Supersedes: August 1993**  
**Revision Date: July 2022**  
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**Purpose:**

To establish performance improvement guidelines.

**POLICY:**

The Communication Disorders Department Performance Improvement Plan (PIP) is aligned with Rancho's hospital wide performance improvement plan-PIP (See Admin P & P A128). In addition, the Communication Disorders Department engages in continuous quality improvement activities that are focused on the provision of audiology and/or speech pathology services. The Director of the Communication Disorders Department is ultimately responsible for the quality of care provided by all members of the department, and with a departmental PIP coordinator, for development and implementation of an effective PIP and ongoing activities which monitor the quality and process of health care delivery.

**PROCEDURES:**

1. The Communication Disorders Department Performance Improvement Plan delineates the Interdisciplinary and department specific focus areas identified for monitoring and/or improvement. (Refer to the CDD Performance Improvement Plan).  
The following components are included in the Plan:
  - a. Key Processes
  - b. Quality Indicators
  - c. Performance Improvement Activities
  - d. Outcome Measures
  - e. Performance Improvement Teams
2. The Performance Improvement Plan is routinely reviewed and revised in response to identified needs of the department and Rehabilitation Center.
3. All Communication Disorders Department staff participate in the performance improvement process.
4. Relevant information is shared with the Directors of Rehabilitation Therapies as needed. information that impacts other departments or service councils is shared with the appropriate department, service councils, and/or governance structure as needed to improve the performance of the Rehabilitation Center as well as that of individual departments.

**See also: Rancho Los Amigos National Rehabilitation Center, Administrative Policy and Procedure No: A128**

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EFFECTIVE DATE: August 1993

COUNTY OF LOS ANGELES • DEPARTMENT OF HEALTH SERVICES

REVIEWED: July 2022

Signature(s) on File.