

# CCAC Performance Management Process Map (Revised January 30, 2013)

Start/End    Template    Reference Document    Action    Decision

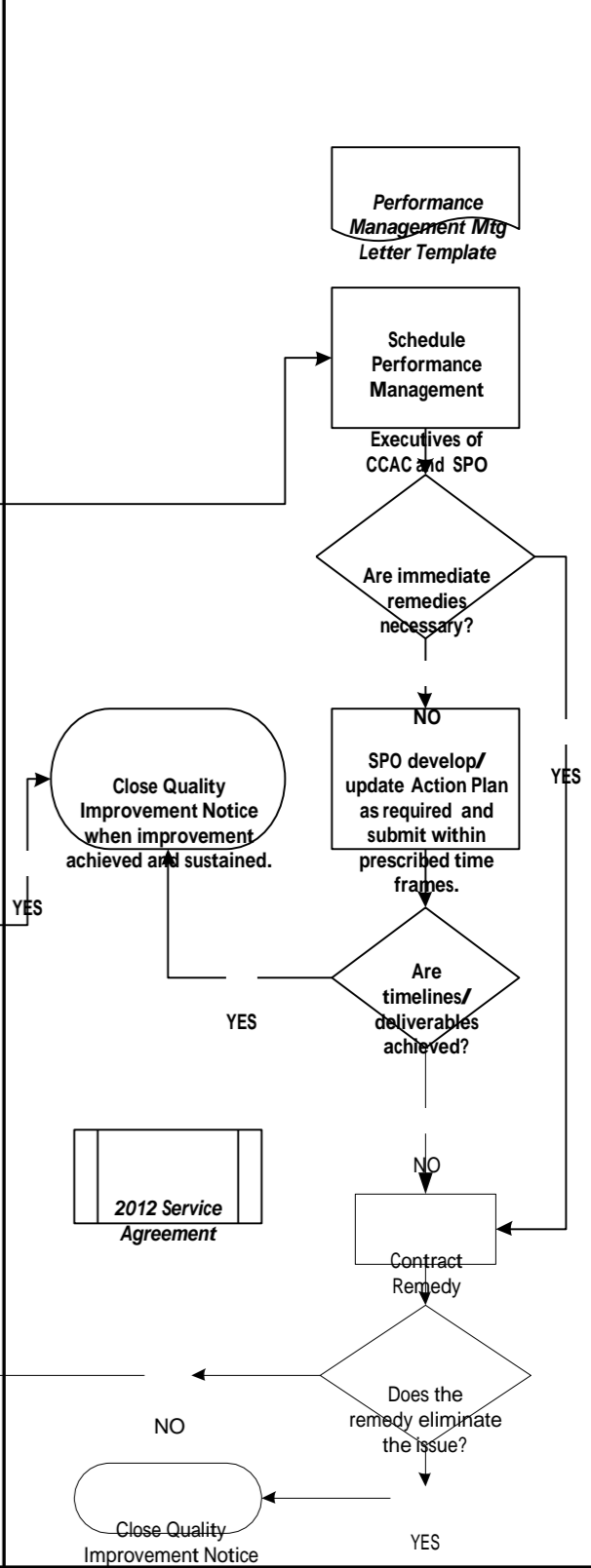
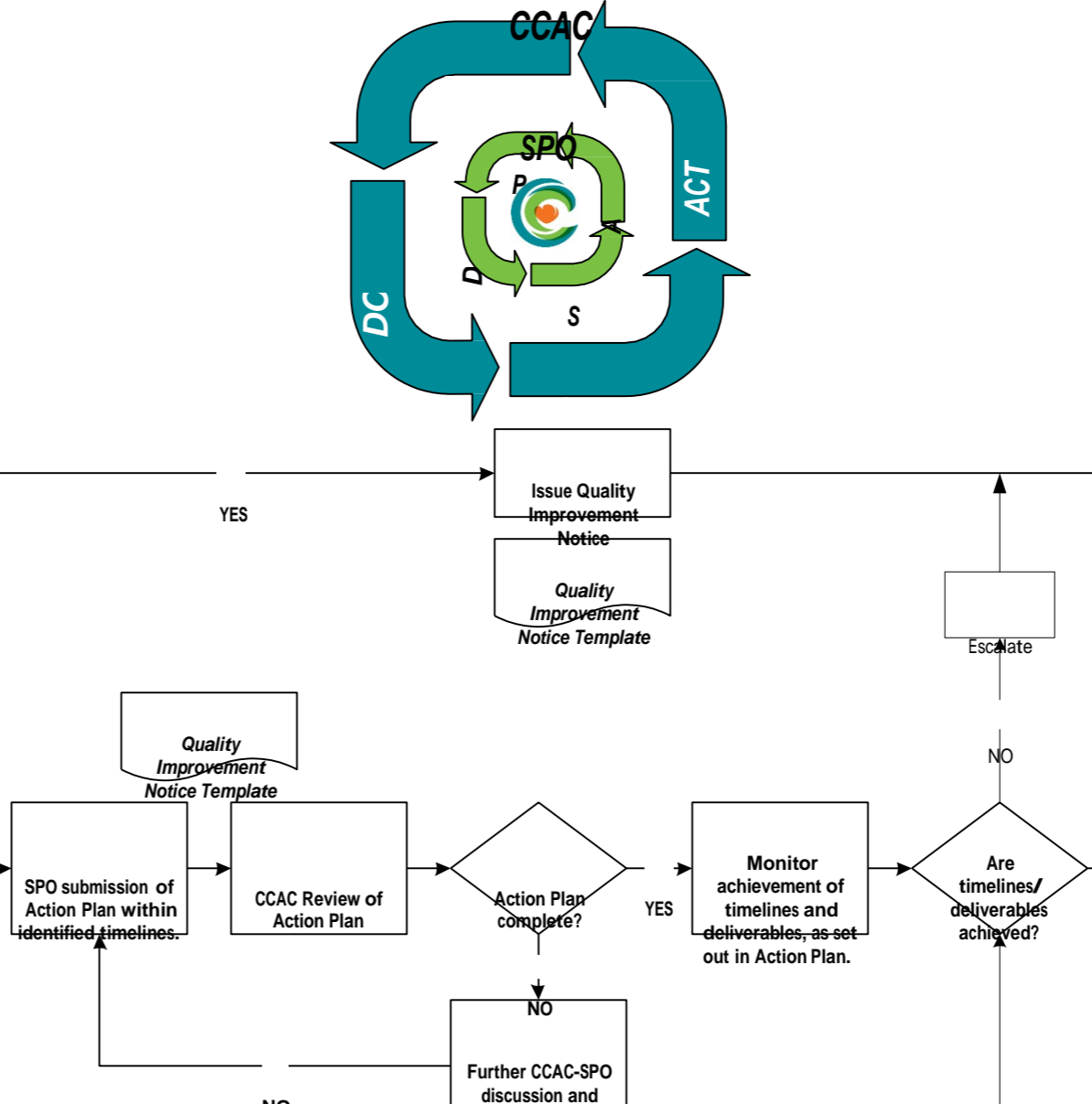
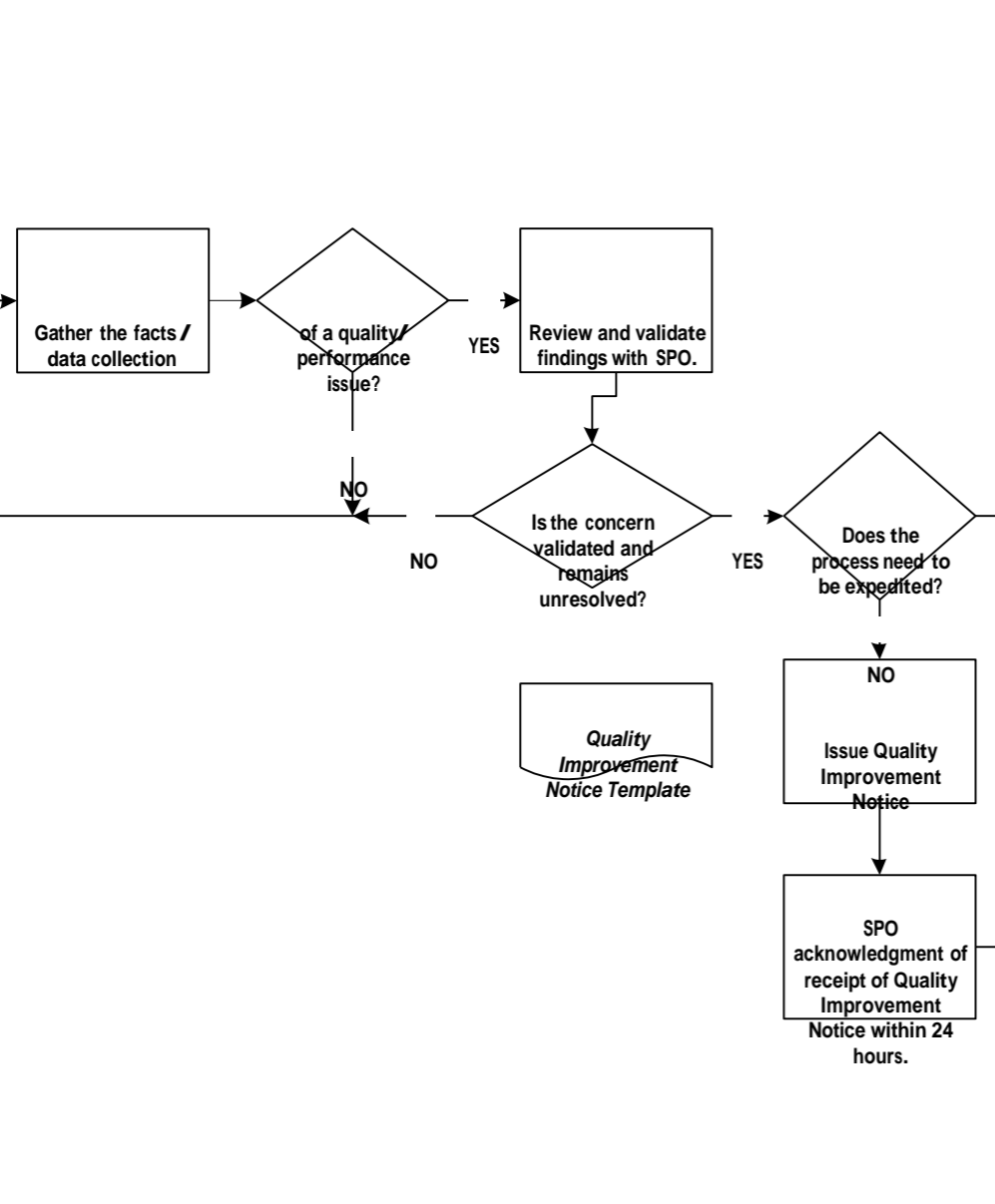
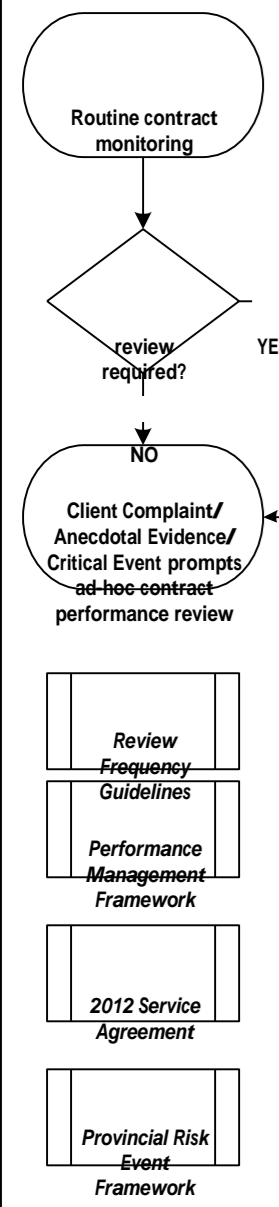
Appendix F

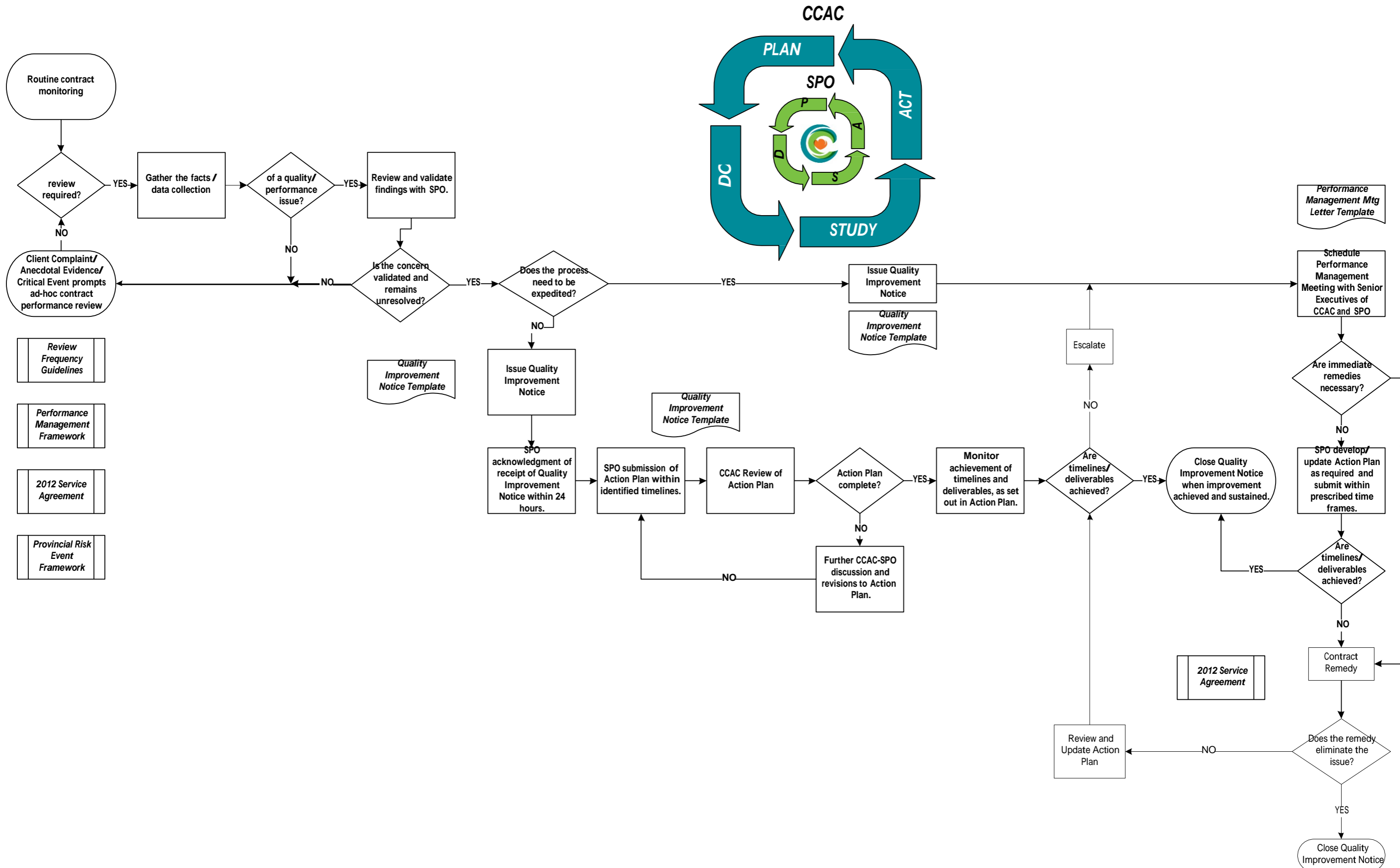
**PLAN** Establish expectations and define proactive processes to address quality /performance concerns

**DO** Evidence based actions taken to implement the plan and initiate the Service Provider Organization's own continuous quality improvement (CQI) activities

**STUDY** Monitor Service Provider interim and long-term actions to improve services and manage risk. Data driven analysis of sustainability of improvement

**ACT** Escalation process and additional CQI cycle or contract remedy as required





- Review Frequency Guidelines
- Performance Management Framework
- 2012 Service Agreement
- Provincial Risk Event Framework

Quality Improvement Notice Template

Quality Improvement Notice Template

2012 Service Agreement