



Quality Management Communications Bulletin

FY-0910-QM-01

**To: PBH Network Providers**

**From: Darlene Steele, Director of Quality Management**

**Date: October 7, 2009**

**Re: Update on PBH CQI Initiatives and Service Records Expectations**

PBH pledges to assure a continuous quality improvement process which permits a proactive systems approach through ongoing partnerships, dialogue with consumers and their family members, network providers, and stakeholders where change and solutions are created “one person at a time.” PBH has assumed a leadership role with setting standards of best practice and quality services. To inform network providers of PBH’s continuous quality improvement systems, the following PBH documents have been posted on the Quality Management web site at [www.pbhsolutions.org/QM/](http://www.pbhsolutions.org/QM/):

- 2008-2009 Annual CQI Executive Summary
- 2009-2010 CQI Program Summary
- Preventive Health Initiatives
- Clinical Practice Guidelines
- Policy/Procedure on Service Record keeping requirements

If you do not have access to a computer, this information can be accessed by calling the QM department at 704 721-7000 to request copies of the documents.