



1.8 PLANNING AND EVALUATION

POLICY:

Grantees must ensure that the project is competently and efficiently administered (42 CFR 59.5(a)(13)).

1.8 Link to QFP: Framework for Program Evaluations

The ND FPP follows the Recommendations for Providing Quality Family Planning Services, which defines what services to provide and how to do so and thereby provides a framework by which program evaluation can be developed. The ND FPP also follows the QFP that defines 'quality' care and describes how to conduct quality improvement processes so that performance is monitored and improved on an ongoing basis. Quality Improvement activities should be overseen by the state and occur at both the state and delegate agency level.

PROCEDURE:

The ND FPP maintains a written plan for monitoring the delivery of all services described in approved grant application, including monitoring of delegate agencies.

Delegate agencies are required to submit monthly, quarterly, semi-annual and annual reports to the state office as outlined in the North Dakota Family Planning Program Policies, Procedures, Protocols and Delegate Reporting Schedule.

The ND FPP utilizes an established set of clinical, administrative and programmatic standards:

- NDFPP Policy and Procedure Manual (Reviewed annually)
- NDFPP Protocol Manual (Reviewed annually)
- OPA Review Tool (Reference Section NDFPP website)
- Triennial site reviews with (chart review and clinician observation) using OPA review tool

Grantee and delegate agency work plans ensure that planned activities, meetings, and projects are accomplished within the designated fiscal year

- Progress reports
- Fiscal year goals and objectives based on a formal or informal needs assessment
- Delegate Director reporting schedule (Reference Section NDFPP website)
- Delegate Director Meetings
- Superbill/Fee Schedule
- Cost analysis

Delegate agencies participate in ongoing medical chart audits procedures that evaluate clinical performance, provide feedback, and initiate corrective action when deficiencies are noted.

Effective Date: March 2020

Last Reviewed: October 2019

Next Scheduled Review: February 2021



- Biannual Chart Audit
- Semiannual Internal Medical Audits
- Annual Clinician/physician peer reviews
- New provider orientation/direct observation

Quarterly Client Satisfaction Surveys must be completed for provision of consumer feedback.

Delegate agencies must utilize a tracking system to identify clients in need of follow-up or continuing care.

Annual delegate director and employee evaluations must be completed.

Delegate agencies and all services sites must use the Client Visit Record (CVR) Program to report required client statistics to the State Family Planning Office.

The ND FPP collects and submits data for the Family Planning Annual Report (FPAR) in a timely, complete and accurate manner.

Delegate agencies must submit the Monthly Expenditure Report provided by DoH Accounting with each request for reimbursement using the Program Reporting System (PRS).

See also:

Instructions and forms under Reference or State Forms section on ND FPP website

<http://www.ndhealth.gov/familyplanning/for-grantees/>