



## **Annual Evaluation of Organization's Operation**

Date of Origin: 10/17/24

Modification Date(s):

Date of Last Review: 10/17/24

### **I. Purpose**

To outline the policy for the annual evaluation of the organization's operation, as required in 10-144 CMR Ch. 123, Section 12.H Behavioral Health Organization (BHO) Licensing Rule.

### **II. Policy**

The organization will evaluate organizational operations on an annual basis that may address the following components as applicable:

- a. General program effectiveness and staffing patterns;
- b. General staff effectiveness and staffing patterns;
- c. Staff turnover rate;
- d. Review of grievances and complaints
- e. Summary of incident reports and adverse events;
- f. Rationale for the grouping of individuals;
- g. Emergency and safety procedures
- h. Frequency of unplanned discharges of individuals in care;
- i. Assessment and evaluation of treatment services; and
- j. Trauma-informed agency assessment per [Trauma Informed Care Awareness.pdf](#)

### **III. Procedure**

General program effectiveness and staffing patterns(a), general staff effectiveness and staffing patterns(b),staff turnover(c) as well as organizational operations such as discharges(h) and assessments and evaluation of services(i) will be assessed through the agency reporting of key performance indicators tracked on the organization's dashboard. KPIs will be tracked and reported on a monthly basis, and fiscal year-end results will be provided by the CEO to the UCP Board of Directors on an annual basis.

The operational process for grievances and complaints (d) and incident reporting and adverse events (e), and emergency and safety procedures (g), and trauma-informed agency assessment will be evaluated through review of the organization policies and procedures as part of the annual review of all UCP policies. Consideration will be given to prior year grievances when discussed by the Board of Directors upon policy review.

Such policies are reviewed annually by the UCP leadership team and the UCP Board of Directors.

  
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Scott Tash, CEO

  
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