

**DEPARTMENT OF HEALTH
NURSING CARE QUALITY ASSURANCE COMMISSION**

WHPS Procedure Summary 27.01: Program Evaluation

The Washington Health Professional Services (WHPS) Director gathers information to evaluate the program/services and its perceived effectiveness. The WHPS Director reviews current practices and determines their relevancy to guide business decisions.

SUMMARY

1. Program Evaluation Survey

- A. WHPS participates in an annual Program Evaluation Survey in conjunction with Washington Recovery Assistance Program for Pharmacy (WRAPP), Washington Recovery and Monitoring Program (WRAMP), and the Washington Physicians Health Program (WPHP).

2. Graduation Survey

- A. WHPS mails the Graduation Surveys with each certificate. The WHPS director discusses incentives to improve return rate with Associate Director, Operations/Licensing, and assures nurses these are read and utilized for program improvement.

3. Internal Audit

- A. The WHPS Director conducts monthly audits to determine accuracy and completeness of data by randomly selecting and evaluating thirty (30) case files. Additional reports on more comprehensive data regarding established performance measures and QA compliance information may be included.
- B. WHPS participates in Disciplinary Program, division, and department audits as requested.
- C. WHPS generates monthly program performance audits and program summary and non-compliance audits reports.
- D. The WHPS Director reviews all audits and reports with the NCQAC Associate Director, Operations/Licensing to evaluate and improve program effectiveness.
- E. The annual evaluation of the WHPS program can include all of the above in addition to the annual report.