MSSAC Quality Improvement Program
Problem Correction Process

Step One:
Problem Identification

Step Two:
Informal Resolution agreed

Step Three:
Formal Process begins due to lack of improvement

1. Written Improvement Plan Required
2. Formal Board Notification/Program Development Committee

Step Four:
Review of Written Improvement Plan

1. Notification of Program Development Committee: Recommend Sanctions
   A. Satisfactory Improvement – No Further Action Necessary
   B. Unsatisfactory Improvement – Further Action Necessary
      1. Program placed on Probationary Status
      2. Time frame given for compliance
2. Ongoing review for compliance by Mid-South Staff

Step Five:
Review of Compliance

1. Satisfactory Improvement & Compliance – Probation status complete
2. Unsatisfactory Improvement & Compliance – Board Action Recommended
3. Program Development Committee makes recommendation to Board
4. Board Action taken resulting in termination of contract