**Conformity:**

The OSDH demonstrated conformity with this measure by providing its QI plan, a description of QI teams in place and examples of progress reporting on fulfillment of the plan and improvements.  The plan addresses every item in the documentation guidance.

**Areas of Excellence:**

The site visit showed that the OSDH quality improvement activities are well integrated within the OSDH performance management system, including a PDCA component.  The OSDH Quality Improvement Plan is comprehensive and the Department has a well-developed governance structure that balances senior leadership with staff input at the operational level.  In addition, the agency has provided substantial staff support, training and resources for QI.