

IMPROVING THE QUALITY OF LIFE

A WISE CHOICE

AMONG MANY ALTERNATIVES

Mission Statement
***Assisting people in achieving
self sufficiency, independence
and healthy lifestyles to the
maximum extent possible***

HUMAN SERVICE CENTER

10257 State Route Three
Red Bud, IL 62278
618-282-6233

104 Northtown Drive
Sparta, IL 62286
618-443-3045

115 East Stacey Street
Chester, IL 62233
618-826-4547

206 Belleville Street
Okawville, IL 62271
618-243-2091

For Counseling Services
1-888-310-6233

www.ourhsc.org

***Some programs funded in whole or in
part by the Illinois Department of
Human Services***

Human Service Center



***Performance and
Quality
Improvement***

***“Quality improvement is a journey
filled with learning- not just a
destination”***

***Gary L. Buatte
Executive Director***

Our Philosophy

“Quality has to be the fabric of the organization, not part of the fabric”
Phillip Crosby

Quality is services that are

Appropriate

Accessible

Available

Acceptable

Quality is an organization that is efficient and effective.

Performance and quality improvement is an organization wide process that assesses, evaluates and implements improvements in services, service delivery and operations

“Quality is not an art, It is a habit”
Aristotle

What We Measure

“Fast is fine but accuracy is everything”
Wyatt Erp

Clinical Outcomes –effective services

Consumer Satisfaction - pleased customers

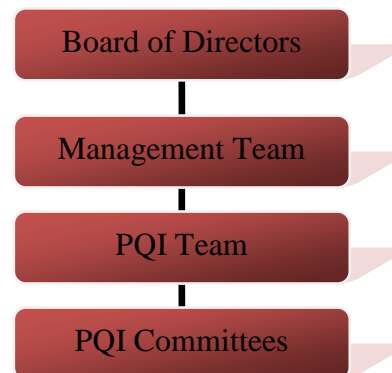
Health and Safety Outcomes – safe and accessible work place

Financial Outcomes – accountability and viability

Service Utilization – the right services in the right amount and in the right length of time

Human Resource Outcomes – a qualified work force

Our Structure



Our Stakeholders

“Quality is everyone’s responsibility”
M. Edward Deming

Our Consumers

Our Employees

Our Community Servicer Partners

Our Donors

Our Board of Directors

Our Management Team

Our PQI Team

II. Department of Human Services

Council on Accreditation

Our Auditors

Our Community Members

Stakeholders provide PQI oversight, assess services and service delivery, evaluate community needs, assist in strategic planning, participate on committees and provide valuable feedback about services and operations.