

Charleston County Coroner's Office Policy #29

Title: Performance Improvement and Quality Assurance

Page: 1 of 2

Effective Date: 09/29/2014

Reviewed: 6/26/2019, 8/19/21

Updated: 10/03/2023

Authorized By: Bobbi Jo O'Neal, Coroner

29.1 POLICY

It is the goal of the Coroner's Office to continually improve performance and ensure quality delivery of services to those we serve and to promote the professional development of the employees. The requirement of continuing education for employees promotes good performance.

29.2 PROCEDURE

1. Performance improvement goals are achieved through numerous processes to include Deputy summary emails regarding new cases to all staff; supervisory oversight of cases with individual Deputies where necessary; review of written reports, case reviews prior to publishing of a Coroner's Report, staff meetings, and annual performance evaluations of individual employees. Direct and timely feedback regarding a case or other situations is available to team leaders and supervisors, the Chief Deputy, and the Coroner. Employees may be counseled at the appropriate level in accordance with Charleston County Human Resource Policy to address needs for assistance or performance issues.

2. Staff meetings provide an opportunity for the sharing of information, questions, concerns, and suggestions for improving office operations. They also provide a

Performance Improvement and Quality Assurance

forum in which to address any problems, day-to-day operations, sharing of policy updates, new policies, etc.

3. Regular review of the number of cases handled, the number of scene investigations, the number of deaths per manner, etc., help address the need for additional personnel and provide a basis for requesting the same.
4. Monitoring of case closure rates and timeliness is important to quality assurance and is the responsibility of the Chief Deputy.