

I.M.P.A.C.T. - Quality Improvement Meeting

5/19/10 @ 1:00 pm

In attendance: Denise F., Kris C., Robert G., Lisa G., Lori Gamble, Lori Ganiatsas

Absent: None

Meeting minutes – the meeting minutes from April 2010 were reviewed and approved as written.

I. Report on Indicators:

1. Access to Service

- a. percent of persons having intake within 14 days
  - b. percent of persons having an IPOS completed within 15 days of intake
  - c. community volunteerism/community inclusion activities
- a. The rate for persons having intake within 14 days of initial request was 89.8% (combined) Port Huron = 96.2%; Algonac = 64.3%; Lexington = 80.0%. On average persons are accessing services within 4.9 days at Port Huron, within 12.9 days at Algonac Office and 7.3 days at the Lexington office (average days from ICC to 1<sup>st</sup> treatment session).
- b. Persons having an IPOS completed within 15 days of intake was 93.8% (combined). Port Huron = 93.9%; Algonac = 100%; Lexington = 90.0%

*Reports are available upon request.*

- c. Community volunteerism/community inclusion activities  
\*number of consumers participating is in ( )

Volunteerism Activities:

1. March of Dimes March for Babies: Allen (2); Michigan (4). \$316.00 was raised between pledges and the sale of mini posters.
2. COA/Meals on Wheels: Belle River (5); Crawford (1)
3. River Bend made cards for the American Cancer Society Relay for Life event to be held on June 19, 2010. Currently residents at River Bend are selling "65 Roses" pledge cards for the Cystic Fibrosis Foundation in Marine City.
4. Safe Horizons recognized IMPACT as its Collaboration Agency of the Year.

Upcoming volunteer opportunities include: Run for Recovery

Community Inclusion Activities:

1. Crawford – Church (1), Library (1)
2. River Bend #1 – Free SC4 College Day (2); "Boogie Woogie Babies" concert at SC4 (3)

2. No Show Rate

- a. Appointment cancellations/missed appointments (Clinical)

Total No Shows (w/o Groups) = 27.8%

Total no shows (w/o Groups, not including Intake/Orientation): 22.7%

### 3. System Accuracy

- a. Medication error rate – (2) total errors. Crawford – Higher dose. Error was detected during after pass count. Vine – Higher dose/omitted medication. Consumer was administered a higher dose of one medication and did not receive another (during same medication pass). Action Plans, Agency disciplinary action and re-training of staff has occurred.
- b. Staff retention rate for April was 97.2%. The turnover rate was 2.8%. Residential Department: (2) Voluntary resignations; Clinical Department: (1) Voluntary resignation and (1) Lay off (4) New employees were hired in the Residential Department.
- c. Record Compliance (Utilization Review)
  - i. Clinical – The internal UM review is being modified and will focus on the following areas: quality of intake; accuracy of diagnosis; best practice intervention and medically necessary services (length of care).
  - ii. Residential – Full survey results at Allen and River Bend #2 = 100%. Quarter survey results at remaining programs = 100%.

The draft Residential U.M. survey has been “tested” at 3 locations. A few more revisions need to be made. The committee will in-service the remaining supervisors on implementation of the new survey in June.

### 4. Refine communication

- a. Exit and post hire surveys: (1) Exit and (1) Post hire – results were positive
- b. Informal Consumer Complaints: None reported.
- c. Formal Consumer Complaints: None reported.
- d. Corporate Compliance Complaints: None reported.

### 5. Other

- a. A resident from River Bend #1 has joined the state Foster Care Advisory Council. Meetings are held in Lansing with the first meeting on 5/19/10. Future meetings are scheduled in August and November.
- b. The Q.I. Meeting date has been changed to the second Wednesday of each month at 1:00 pm. The next meeting will be on 6/9/10.