

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

12/8/10 @ 1:00 pm

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

Absent: Robert Gamble

Meeting minutes – the November 10, 2010 meeting was cancelled. The meeting minutes from October 2010 were approved as written.

I. Report on Indicators:

1. Access to Service

a. Decrease by 10% the amount of paperwork required of clients prior to intake.

b. Community volunteerism/community inclusion activities

*number of consumers participating is in ()

a. Work has begun to streamline the intake packet and decrease the amount of paper work.

b. Volunteerism Activities:

1. United Way Campaign

a. Bake Sales held on 11/13/10 and 11/20/10 at the Fight Falcons Game raised \$412.61.

b. Crawford and Belle River Homes raised \$321.86 by collecting pop cans.

c. Administration collected \$28.74 in spare change.

To date the Agency has raised = \$4,405.21

Community Inclusion Activities:

1. Allen – November = Salvation Army Red Kettle Drive (6)

2. Belle River – October = Chris' Road Side (6); St. Marks Fund Raiser (M.C. Parade) – (6); November = Country Music Concert at McMorran (6)

3. Frith – October = Fox Fire Farms for pumpkin carving – (6); November = Salvation Army Red Kettle Drive (3)

4. Crawford – October = Joyful Sounds Concert (2); Library (3); Redford Farms (1); November = Joyful Sounds Concert (3); Library (1); Redford Farms (3); Church (1)

5. Michigan – October = McCollum's Apple Orchard (2); November = Mall Walking (3); Arc Spaghetti Dinner (2)

6. River Bend #1 – October = Henry Ford Museum (5); Apple Orchard (5); Community Trick or Treating at River Bend; November = SC4 Fine Arts Theater Play "A Christmas Carol" (4)

7. Simpson – Scheduled to participate in the Salvation Army Red Kettle Drive in December.

8. Vine – Scheduled to participate in the Salvation Army Red Kettle Drive in December.

2. No Show Rate
 - a. For individual therapy appointments the goal will be less than 30% for intake cancellations.

Total No Shows (Intakes) = October = 15.3% November = 19.25%

Continue to monitor and verify accuracy of data. Indicator will be re-evaluated if data remains low.

3. System Accuracy
 - a. Medication error rate: October – (6) total. Allen (1) – Higher Dose; River Bend #1 (1) Higher Dose; (1) Missed Medication, (1) Other – altered medication; River Bend #2 (2) Missed Medication. November – (4) total. River Bend #1 (1) Other, administered a medication that was on HOLD X 1 day. River Bend #2 (3) missed medications.
 - b. Staff retention rate for October was 95%. The turnover rate was 2.9 %. There were (4) voluntary resignations. (4) New employees were hired in October. November = Staff retention rate was 94.2%, turnover rate was 3.6%. There was (1) discharge and (4) voluntary resignations. (8) New employees were hired. The Agency has a total of 139 employees.
 - c. Record Compliance (Quarterly Utilization Review)
 - i. Clinical – 82.4% (18 records)
 - ii. Residential – 99%.
Reports are available upon request
 - d. National Outcome Measures – Report is available upon request. A meeting will be scheduled to discuss data reporting on this indicator.
 - e. Care Plans – The Daily Log has been revised and will be reviewed at the next Supervisors Meeting. Once finalized, supervisors will personalize the standard form to meet individual consumer needs. Staff will be in-serviced on using the new form. A reference book on care plans has been purchased to assist in the development of standard care plans for special need areas such as Foley catheters and feeding tubes.
4. Refine communication
 - a. Exit and post hire surveys: October = (1) Post hire interview was reviewed.
 - b. Informal Consumer Complaints: None reported.
 - c. Formal Consumer Complaints: None reported.
 - d. Corporate Compliance Complaints: None reported.
5. Residential Stakeholder – overall, consumers, guardians and stakeholders reported 100% satisfaction with services.
6. Direct Care Staff training – The Toolbox Committee meet on 11/12/10. Updates to the Introduction to Medication and Medication Administration Toolboxes were reviewed.
7. Supervisors have access to IM Data and can now practice entering incident reports.

The meeting was adjourned at 1:45 pm. A special meeting will be scheduled to discuss Q.I. data reporting.