

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

01/08/20

In attendance: Kris Curtis, Aaron Foote, Pam Motte, Kim Moore, Terry MacMillan

Meeting minutes – The meeting minutes from October 2019 were approved as written.

The FY19 Summary Report – The report was reviewed and approved as written.

I. Report on Indicators:

Residential Community Housing

1. Goal: Residents will participate in community volunteer activities annually and be offered weekly community inclusion activities (*per choice and as clinically appropriate).

Objective: Increase access and participation in the residents' greater community.

Performance Target: Two community volunteer activities annually and two weekly community inclusion activities.

- a. Volunteerism activities: United Way Campaign, Soup Luncheons for United Way, Pop can drive for United Way, Salvation Army Bell Ringing (Belle River, Charmwood, Michigan and Vine), Community Food Depot Paper Ornament Drive, Blue Jeans for United Way and the Food Depot, Belle River collected pop cans and donated dolls to Kids in Distress, Wells Street collected pop cans for the Food Depot.

- b. Community Inclusion Activities:

Belle River – Various shopping and restaurant outings, movies, library, Memphis Halloween party, park, Santa Parade

Charmwood – Various shopping and restaurant outings, CMH play, PHHS craft show, Elks Club craft show, pumpkin patch

Michigan – Various shopping and restaurant outings, library, sensory rides, parks, apple orchard, Port Huron High Football game

River Bend #1 – Various shopping and restaurant outings, parks, library, antique store, Christmas Party at the Elks Club

River Bend #2 – Various shopping and restaurant outings, library, bank, YMCA, antique store, football game, apple orchard

Simpson – Various shopping and restaurant outings, Birchwood Mall, parks

Vine – Various shopping and restaurant outings, parks

Wells – Various shopping and restaurant outings, sensory rides, Memphis Halloween Party, McMorrان Country Music show, hockey game, sledding at the park, family wedding, YMCA.

The Agency Christmas party was held on December 15, 2019 at Alexander's Banquet Center in Marysville. The party was co-sponsored by Marysville Tire and Auto and was well attended.

The Agency will also renew YMCA memberships to encourage residents to participate in healthy physical activities.

This year a “Day Camp” themed event will be held in late May for just individuals receiving services and a “Fall Harvest” party in early October for both individuals receiving services and their families.

2. Goal: Minimize number of medication errors

Objective: Prevent injury to residents resulting from medication errors

Performance Target: Zero Medication Errors

Simpson – One higher dose error
River Bend 2 – Wrong person/wrong meds

Neither error resulted in an adverse drug event. Staff followed medication error procedures, i.e. contacted physician and/or poison control for direction.

Consultation, re-training and disciplinary action with responsible staff was taken in accordance with Agency guidelines.

St. Clair County Community Integration Services

3. Goal: Weekly Activity Note Compliance

Objective: Authorized services will be accurately documented on the Weekly Activity Notes (WAN) to support individual plan of service goals and claims reimbursement. 25% of WANs will be reviewed each month.

Performance Target: 95% compliance.

100% of all WANs were reviewed during the quarter, 99% of all WANs were compliant. (9) WANs needed correcting and consultation with one staff to ensure documentation accurately supports services provided.

Sanilac Respite

4. Goal: Weekly Activity Note Compliance

Objective: Authorized services will be accurately documented on the Weekly Activity Notes (WAN) to support individual plan of service goals and claims reimbursement. 25% of WANs will be reviewed each month.

Performance Target: 95%

WAN compliance score was 95.5%

Prevention: Alcohol & Other Drugs/Addictions

5. Goal: 100% of consumers will be given the opportunity to complete a Pre- and Post-test at the beginning and following completion of Alcohol & Other Drugs/Addiction classes.

Objective: Pre- and Post-tests will help the Agency improve the quality of services and increase knowledge of the participants. Results may determine the need to modify how the material is communicated to increase retained knowledge.

Performance Indicator: Pre- and Post-test results will be collected and analyzed on a quarterly basis and reported to the Quality Improvement Committee.

Performance Target: On a scale of 1-5, 4+ consumers will report that services were helpful.

Alcohol and Drug Education: 45 post tests were completed. Knowledge was improved in all surveyed areas 4.74 found the program very helpful.

Alcohol Recovery Education – 20 post tests were completed. 4.44 found the program very helpful.

RSAT – 19 post tests were completed, and participants improved in all areas. 4.41 found the program very helpful.

Record Compliance (Utilization Review)

- a. Residential – Full Utilization review was conducted at Michigan. Overall compliance was noted but need to ensure adaptive equipment is also included in the IPOS. River Bend 1 – (5) resident files were reviewed and found to be in full compliance. Vine – quarterly review completed. Missing IPOS absentee form.
- b. CISD – N/A. Reviews will be conducted during the next quarter.

Individual Focused Services

- a. Consumer Complaints: Substantiated recipient rights violation (Treatment Suited to Condition) for cell phone use while providing services/snap chat and failure to monitor when taking medications. Staff received consultation, job performance memo for policy violations. All staff were in-serviced regarding agency cell phone policy and medication administration policy requirements.
- b. Residential Services Satisfaction Survey Results: N/A
- c. CISD Services Satisfaction Survey Results: N/A

Corporate Compliance Complaints: None reported.

Critical Incidents/Sentinel Events/Serious Accident or Illness: None reported.

Staff Training: Reviewing fire safety evacuation plans.

Business Goals

1. **Staff Recruitment/Retention:** The retention rates are as follows: October = 90%, November = 92% and December = 94% (staff who left the agency vs staff who remained). There has been a steady increase since the .50 per hour wage increase which included the starting wage and the addition of paid holidays in October. We have discovered the “When to Work” application has not been as effective as we had hoped because contingent staff are tending to work only at specific locations which is a benefit to the residents. The concept is good, but it seems this software program would be more useful for a larger company with multiple staff working at multiple locations. We will revisit the software program later if needed. The Agency has hired (6) contingent staff, this has helped to fill open shifts at River Bend and Vine, locations where there tends to be more openings. All staff received a \$150 card to Meijer and/or Walmart for Christmas.
2. **HCBS Medicaid Rule Transition (Residential Programs):** Residential Programs continue to follow HCBS rules. New staff receive training regarding the HCBS rules, current staff receive updates

as received. Weekly meetings are held with residents to determine their choices regarding the menu and community activities. CMH continues to conduct periodic site visits to ensure continued compliance. The process has been slow. Full implementation is set for March 2022.

3. **Prevention Services (Alcohol & Drug Education):** Continue to identify, promote, and implement evidenced-based programs addressing drug and alcohol misuse/abuse

- *Support and encourage local collaborative efforts to increase awareness

- *Prevention staff participate in coalition groups

Prevention staff are participating in the SPEAK coalition (Substance Prevention through Early Awareness and Knowledge). I.M.P.A.C.T. staff participate in the Leadership Committee as well as attending monthly community SPEAK meetings. Prevention staff will be attending a Prevention Prepared Communities training in January.

Alcohol Vender Education will be conducted in the next quarter.

4. **IT:** Replace outdated and “end of life” residential supervisor computers and rebuild second VM host server. This goal is currently in process, supplies to rebuild the VM host server have been purchased. Completion date is 09/30/20.

5. **Capital Improvement Plan:** An inventory of existing capital assets has been completed. The Management Team is currently in the process of developing a list of capital maintenance and equipment to be purchased by ranking order over the next 5-years. Projects will be placed in one of the following categories 1) Enhancing Quality of Life, 2) Improving Safety or 3) Maintenance of Facilities & Infrastructure. The plan will also include how the projects will be financed.

Plan projects included the River Bend balloon payment which was scheduled to be due in April 2021. An agreement was reached with DWBH to renegotiate the terms of the land contract effective FY21 for another 5 years.

Projects identified so far include the replacement of (2) wheelchair lift vans, the boilers and hot water heater system at River Bend, River Bend A/C units, administration windows and conference room project, schedule for replacing carpet in offices at administration.

The completion date for finalizing the Capitol Improvement Plan is July 1, 2020 for implementation beginning FY21.

Adjournment/Next Meeting: The meeting was adjourned at 3:00 pm. The next meeting will be on April 8, 2020 at 1:00 pm.