

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

10/09/19 @ 1:30 p.m.

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

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

The FY20 Quality Improvement Plan was approved by the I.M.P.A.C.T. Board of Directors at the September 16, 2019 Meeting.

I. Report on Indicators:

1. Access to Service

Community volunteerism/community inclusion activities - (2) volunteerism activities per year and (2) community inclusion outings per quarter. Under most circumstances (unless clinically indicated), community inclusion activities are defined as outings other than trips to the party store, movies, or van ride.

*if applicable, the number of consumers participating is in ()

a. Volunteerism Activities:

- i. Belle River – Pop can drive for United Way
- ii. Sponsor for Peoples Clinic Golf Outing
- iii. United Way Campaign
- iv. Imagination Station Rebuild Project

b. Community Inclusion Activities:

1. Belle River – Various shopping and restaurant outings, movies, library, concerts in the park, YMCA, Maritime Festival, Pancakes for People, car show, cider mill
2. Charmwood – Various shopping and restaurant outings, church, movies, park, sensory rides
3. Michigan – Various shopping and restaurant outings, library, sensory rides, parks, Birchwood Mall, Port Huron High Football game, Port Huron Parade, concerts in the park
4. River Bend #1 – Various shopping and restaurant outings, Port Huron Parade, concerts at Marysville Park, Country Music Show at McMorran, church, park
5. River Bend #2 – Various shopping and restaurant outings, library, bank Lakeside beach, Birchwood Mall, antique store, Port Huron Parade
6. Simpson – Various shopping and restaurant outings, Birchwood Mall, parks
7. Vine – Various shopping and restaurant outings, parks,
8. Wells – Various shopping and restaurant outings, sensory rides, YMCA, concert at Marysville Park, Goodells Splash pad

The following group home supervisors received the “Rights Champion” award from the CMH Office of Recipient Rights: Ashley Eldridge (RB1), Lezlie Perry (Charmwood) and Lynn St. Coeur (Vine). Each were nominated by the guardians of the individuals served at their home.

The committee also discussed adding (2) new agency wide events in 2020, i.e. Spring Carnival and a Fall Harvest Festival. These ideas will be further discussed

with the Management Team and residential supervisors for input and suggestions.

The Agency Christmas party will be held on December 15, 2019 at Alexander's Banquet Center in Marysville. The party is being co-sponsored by Marysville Tire and Auto. DTBA.

2. System Accuracy

- a. Medication error rate: (4) errors occurred this quarter (3) errors the previous quarter).

(1) Belle River – Missed Medication. Staff prepared the medication and placed it back in the med cupboard when the resident refused. Staff marked the medication as administered and forgot to pass it or to dispose of it.

(1) Simpson – Missed Medication/Wrong Time. A morning medication was administered at bedtime, bedtime medication was missed.

(1) Simpson – Administered discontinued PRN medication. Medication was not properly removed/secured once discontinued.

(1) Simpson – Missed Medication. Noon medication was not supplied to day program. After consulting with the physician, the Noon dose was discontinued.

No adverse effects resulted from the errors. The action plans included re-training of the involved staff, review of policies/procedures and disciplinary action. Periodic monitoring will continue to ensure compliance is maintained including medication audits.

3. Record Compliance (Utilization Review)

- a. Residential – Full Utilization Management Surveys were conducted at Vine and Charmwood. Both locations were in full compliance.
- b. CISD – N/A. Reviews will be conducted during the next quarter.

4. Refine communication

- a. Consumer Complaints: Sanilac Respite substantiated Abuse Class II (unreasonable force). Involved staff was removed from the case, retrained in RR, reviewed policies and received disciplinary action.
- b. Residential Services Satisfaction Survey Results – Overall, are you satisfied with the services you are receiving from IMPACT? Guardians – 100%; Residents – 95.5%.
- c. CISD Services Satisfaction Survey Results – Overall, are you satisfied with the services you are receiving from IMPACT? 100%
- d. Corporate Compliance Complaints: None reported.
- e. Prevention – On a scale of 1-5 with 5 being “Very Helpful”

Anger and Rage Management: 37 completed the program. Increased knowledge by +10.36 points. Participants scored the class 4.74.

Alcohol and Drug Education: 62 completed the program. Increased knowledge by +5.57 points. Participants scored the class 4.73.

Alcohol Recovery Education: 23 completed the program. Increased knowledge by +4.44. Participants scored the class 4.67.

RSAT (Residential Substance Abuse Treatment): 49 completed the program. Increased knowledge by +6.25. Participants scored the class 4.67.

Men's DV: 23 completed the program. Increased knowledge by +6.51. Participants scored the class 4.83.

TAM (Teen Anger Management): 4 completed the program. Increased knowledge by +5.51. Participants scored the class 4.5.

We will no longer be completing TAR (Teens at Risk) at Day Treatment/Night Watch (they are providing their own program). However, Prevention staff will be providing one-time sessions on vaping and healthy communication, etc.

Prevention Staff are participating in two youth coalition groups, SPEAK (Substance Prevention through Early Education and Knowledge) and an Adolescent Work Group. The second SPEAK public meeting will be held on October 29, 2019.

5. Critical Incidents/Sentinel Events/Serious Accident or Illness – None reported.
6. Staff Training – Conflict Resolution and Team Building components have been added to the staff training program.
7. CISD Authorized Units of service – The current goal of 90% is too high. The use of respite units varies, and authorizations change throughout the year. These factors make this goal difficult to track. The new goal for FY20 will focus on accurate and timely documentation to support the services being provided and billed for.
8. Staff Recruitment/Retention – Retention rate was 91%. Previous quarter was 90% (staff who left the agency vs staff who remained) A new “When to Work” software application has been purchased. It will be used by Supervisors to schedule open shifts that contingent staff and staff on the over time list can access via their phone or computer to sign themselves up for shifts to work. The new program will be piloted at River Bend 1 and Vine. The Agency is also attempting to hire Contingent Staff who can work up to 24 hours per week at a higher hourly rate of pay. Contingent staff do not qualify for any benefits including bonuses. In recognition of Direct Support Professionals week in September, staff received a \$25.00 gift card and Agency tote bag to show our appreciation for their hard work and dedication.
9. New phone system – Comcast phone service has been installed at Administration and replaces Ring Central. Overall, the Comcast Business plan at Administration and River Bend will be more efficient and a cost savings to the Agency.

The meeting was adjourned at 3:00 p.m. The next meeting will be held on January 8, 2020 @ 1:30 p.m.