

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

10/14/20

In attendance: Kris Curtis, Aaron Foote, Terry McMillan

Absent: Kim Moore, Pam Motte

Meeting minutes – The meeting minutes from July 2020 were approved as written.

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, Belle River United Way pop can drive; Administration Blue Jeans for A Cause (Kids in Distress)

- b. Community Inclusion Activities:

Belle River – Various shopping and restaurant outings, bank, sensory rides, apple orchard

Charmwood – Various shopping and restaurant outings, sensory rides, park

Michigan – Various shopping and restaurant outings, sensory rides, park

River Bend #1 – Various shopping and restaurant outings, sensory rides

River Bend #2 – Various shopping and restaurant outings, bank

Simpson – Sensory rides, walks in the neighborhood and at the Thomas Edison boardwalk

Vine – Various shopping and restaurant outings, walks in the neighborhood, sensory rides

Wells – Various shopping and restaurant outings, sensory rides

Volunteerism and community activities were reduced this quarter due to the COVID-19 restrictions, social distancing requirements and the closure of many business. Most community activities consisted of sensory rides, visits to the park, drive-thru or take-out restaurant foods. Restrictions on outside visitors into licensed AFC group homes continues.

We continue to assist our residents to maintain communication with friends and family through teleconference or video calls. The Agency also held a Vacation Destination contest between the residential group homes. Participating homes posted a picture of their vacation destination creation on the I.M.P.A.C.T. Facebook page. The home with the most likes on Facebook won their choice from several prize options. Belle River was

the winner and chose a “kitchen package” that consisted of small appliances. We plan to hold another contest in December.

Unfortunately, the Agency Picnic scheduled for October was cancelled and rescheduled to June 2021.

2. Goal: Minimize number of medication errors

Objective: Prevent injury to residents resulting from medication errors

Performance Target: Zero Medication Errors

Wells Street – (1) Missed Medication

Previous quarter – (2) errors

The error did not result in an adverse drug event. 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 July thru September. There were no major issues needing correcting.

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 90% for the period of July through September. 15 out of 146 Weekly Activity Notes were found to need some sort of correction by staff prior to being submitted to the funding source. The main issue was found to be dates (month/date off).

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.

ARE- Alcohol Recovery Education - This program was not implemented during this quarter because of a staffing issue. During the Stay at Home Order, Two Prevention staff did not return to work, so we did not have anyone available to facilitate this class in the jail. The goal is to begin an ARE class by Zoom/Face to Face by mid-November.

Annual Results: 20 participants completed this program from October 2019 Thru March 2020. Post-tests determined there was an 11% improvement in knowledge, attitude, and behavior compared to pre-tests. 89% of participants reported the program was helpful to very helpful. (4.45)

ADE- Alcohol and Drug Education:

14 participants completed this program during the quarter. Post-test determined there was a 9% improvement in knowledge, attitude, and behavior compared to pre-tests. 98.6% of participants reported the class was very helpful (4.93)

Annual Results: 104 participants successfully completed this program. Post-test determined there was a 10% improvement in knowledge, attitude and behavior compared to pre-tests. 98% of participants reported the program was very helpful (4.91)

RSAT

20 participants completed this program this quarter. Post-test determined there was a 5.8% improvement in knowledge, attitude, and behavior compared to pretests. 91% of participants reported the class was helpful to very helpful (4.55). 66 participants completed this program.

Record Compliance (Utilization Review)

- a. Residential – N/A due to COVID-19 visitor restrictions
- b. CISD – N/A due to COVID-19 restrictions

Discussed possibility and process for completing virtual reviews. Will coordinate with IT and supervisors. Develop a sub-committee with residential supervisors to review record format.

Individual Focused Services

- a. Consumer Complaints: Substantiated Recipient Rights violation (dignity and respect) at River Bend 2. Staff person failed to treat a resident with esteem, honor, and/or politeness. Staff involved voluntarily resigned from the Agency prior to the outcome of the investigation.
- b. Residential Services Satisfaction Survey Results: Residential Consumers – Overall satisfaction with services – 100%. Some comments were noted regarding limitations on outings and visitors due to COVID-19 restrictions. Staff continue to keep residents informed of changes and options that are available, i.e. window visits, virtual visits, etc. Residential Guardians – Overall satisfaction with services – 100%. A lot of positive comments were noted regarding staff.
- c. CISD Services Satisfaction Survey Results: Overall satisfaction with services is 100%. Positive comments were noted.

Corporate Compliance Complaints: None reported.

Critical Incidents/Sentinel Events/Serious Accident or Illness: N/A

Staff Training: All fire evacuation plans have been updated. Defensive Driving training from Philadelphia Insurance has been added to our staff training curriculum. The COVID-19 Preparedness and Response Plan was updated, and staff have been retrained on the updates.

Business Goals

1. **Staff Recruitment/Retention:** The retention rates are as follows: October = 90%, November = 92%, December = 94%, January = 98%, February = 98%, March = 96%, April = 97%, May = 98%, June 98.6%, July 94.6% , August 97%, September 98% (staff who left the agency vs staff who remained). I.M.P.A.C.T. continued to pay essential staff an additional \$2.00 for worked hours (residential and SLA). In addition, the state has extended paying direct care workers \$2.00 premium pay for hours worked until December 31, 2020. Recruitment continues to be a challenge and we are looking at some other alternatives for posting jobs as well as a financial wellness program for staff. One of our biggest issues, despite clearly communicating that our Agency must comply with DOT standards and candidates who test positive for marijuana will be disqualified, candidates continue to fail the DOT drug screen and test positive for marijuana.

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 (limited due to COVID-19). Visitations are restricted. CMH has conducted virtual visits/phone calls, outside social distancing visits. Additional HCBS provider surveys were completed in July for residents at River Bend 1, River Bend 2, Belle River, Simpson, Wells and 4100. Full implementation of the HCBS rules is due March 17, 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

We have hired a full-time Prevention Specialist who is currently in the process of training and will soon be independently facilitating groups.

24/7 Dad Program. We have submitted a grant application to the Community Foundation for assistance to offer this program at a reduced cost. The request is for \$7,857 to cover a portion of the program's first year total cost of \$9,957. Participants would pay only \$5.00 per session. The foundation will not decide on the grant request until mid-November. We have decided to pilot the first session on November 5th. The 5 participants have been pre-selected and will participate at no charge. They will help us critique and fine-tune the program.

24/7 Dad is a voluntary, comprehensive fatherhood program designed to help men improve their parenting skills and fathering knowledge. The program focuses on building self-awareness, self-caring, and parenting, fathering, and relationship skills through 12 weekly, two-hour group or individual sessions.

Region 10 was impressed with our ENDS (Electronic Nicotine Delivery System) presentations completed last month and has indicated there could be more funding available for FY21 for I.M.P.A.C.T. to participate again.

4. **IT:** Replace outdated and "end of life" residential supervisor computers and rebuild second

VM host server. There are still (3) residential supervisor computers that need to be upgraded (Charmwood, Michigan and Simpson). Replacement was delayed due to COVID-19 restrictions and will be completed in the next fiscal year.

5. **Capital Improvement Plan:** A new 2020 Transit van with a wheelchair lift was purchased to replace a van at the Vine Street location. We will continue to evaluate needs and present recommendations for projects to the Board as needed. Currently the Agency is obtaining estimates to complete a conference room remodeling project at Administration. A larger conference room will allow us to accommodate larger groups and maintain social distancing requirements.

Adjournment/Next Meeting: The meeting was adjourned at 3:00 pm. The next meeting will be on January 13, at 1:30 pm.