

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

09/07/22

Scheduling and program needs conflicted with holding a committee meeting in July. Data was collected from committee members and a report prepared for the third quarter. The report was reviewed by the committee via email.

Meeting minutes – The meeting minutes from April 13, 2022, 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: Blue Jeans for A Cause at Administration raised \$100 for Mid-City Nutrition. The Agency sponsored the raffle license for the Lake Huron Medical Center Golf Outing, sponsor for Port Huron High School's Victory Day, supported the Community Resource Fair by providing items and brochures for the goody bags.

- b. Community Inclusion Activities:

Belle River – Various shopping and restaurant outings, sensory rides, Marysville Park

Charmwood – Various shopping and restaurant outings, sensory rides

Michigan – Various shopping and restaurant outings, sensory rides

River Bend #1 – Various restaurant outings, sensory rides

River Bend #2 – Various shopping and restaurant outings

Simpson – Sensory rides, shopping, and restaurant outings

Wells – Various shopping and restaurant outings, sensory rides

Volunteerism and community activities have continued to be reduced due to the COVID-19 restrictions and staffing shortages.

2. Goal: Minimize number of medication errors

Objective: Prevent injury to residents resulting from medication errors

Performance Target: Zero Medication Errors

Medication Errors – Zero medication errors during the quarter. Previous quarter – (0) errors. Goal met this quarter.

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 April thru June. 90% of WANs were found to be completed accurately which is an improvement from the previous quarter. The remaining 10% required corrections before submission to the funding source. Issues include, not checking all boxes and noting when individuals leave for programs or outings, etc. Efforts continue to educate the staff on correctly documenting services. Recently there has been improvement noted.

Prevention: Alcohol & Other Drugs/Addictions

4. 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 – 21 post surveys. Improved knowledge in all evaluated areas with a plus .56. Participants reported the class was very helpful - 4.67 and 4.73 reported they will use the information learned in class.

ADE- Alcohol and Drug Education -46 post surveys. Improved knowledge in all evaluated areas with a plus .51. Participants reported the class was very helpful – 4.80 and 4.73 reported they will use the information learned in class.

RSAT – Residential Substance Abuse Treatment

26 post surveys. Improved knowledge in all evaluated areas by .30. Participants reported the class was very helpful 4.73 and 4.80 participants reported they will use the information learned in class.

ARM – Anger/Rage Management – There were 39 post surveys completed (now have an AM and PM class) Participants improved knowledge in all evaluated areas with an average of plus .56. Participants found the class very helpful – 4.59 and 4.62 said they will use the information they learned.

DV -Domestic Violence – 15 post surveys (now have an AM and PM class for men). Improved knowledge in all evaluated areas with an average of .95. Participants found the class very helpful – 4.73.

Parenting Groups – No post survey information available.

Record Compliance (Utilization Review)

- a. Residential – No reviews were conducted during the quarter. IT converted the IMPACT Survey data base to the new Power BI app.
- b. CISD – No reviews were conducted during the quarter. A new survey was created for the CISD Supported Living Arrangement locations and will also be included in the new Power BI app.

Individual Focused Services

Terry Macmillan was named the March 2022 “Rights Champion of the Month” in the category of Service Excellence by St. Clair County CMH. The staff at River Bend 1 were named the April 2022 “Rights Champion Team of the Month” in the category of Service Excellence. This nomination was received from multiple guardians as part of the response the Office of Recipient Rights received from the Parent/Guardian Monitoring Program. In recognition of these awards, Terry and the staff at River Bend 1 were invited to attend the inaugural “Rights Champion luncheon at CMH where they were presented with their awards.

Corporate Compliance Complaints: N/A

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

Staff Training: The Program Educator has reviewed the new ASHI CPR and FA training program and will prepare a summary of the changes and steps that will be needed to implement the updated program. The Program Educator will begin using the new curriculum in September before it is completely rolled out to the other instructors. The Program Educator will review the new curriculum with the other Agency instructors.

Business Goals

1. **Staff Recruitment/Retention:** The retention rates are as follows: October 88%, November 95%, December 93%, January 95%, February 99%, March 96%, April 97%, May 100%, June 94% (staff who left the agency vs staff who remained). The quarterly retention rate was 92% with a turnover of 8%. SCCCMH Provider Staffing Crisis Stabilization Funds – CMH in conjunction with Region 10 has developed a staffing crisis stabilization program now through 9/30/22. Providers can apply for funding specifically for recruitment. We applied for \$79,0000 in funds to intensify our recruitment plan which was approved. We have temporarily increased both the referral and sign on bonuses to \$1,500, added a non-employee referral program, radio ads, digital billboard ads, we also plan to host a hiring event with give aways.
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. MDHHS visitor guidelines are followed. Simpson Road Home’s plan of correction was accepted, and the home is no longer considered a Heightened Scrutiny case. Full implementation of the HCBS rules has been extended to March 17, 2023.
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.

24/7 Dad Program – Group 4 started in June. Two participants are currently active and no pre to posttest comparisons are available currently. This program is now funded by Region 10.

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.

Teen School Programs – Anger Management classes have started at Port Huron High School during the school's RED 52 Class on Tuesdays and Thursdays. There are 4 students participating on a regular basis.

TAR – Teens at Risk – Programs are operating at the Harbor for Youth. Day Treatment Night Watch would like to start the program in the Fall of 2022 through Spring of 2023 as a school year-based program. The MYOI programs (MDHHS foster care) also continue.

SYNAR – 10 compliance checks were conducted with a youth decoy. 2 of the 10 stores had a successful attempt to buy, putting the percentage at 20%. This is lower than the Region average of 26%.

Vendor Education – visits will be conducted through 3rd quarter with each staff member assigned to a specific days and times to assist.

Tobacco Section Funding – Education presentations about vaping are planned for the 4th quarter. Product purchases were made (posters, new products, educational materials). We have submitted a proposal for FY23 funding that would include the additional 3 Public Services Announcements on social media.

Coalition – Mike is the current subcommittee chair for the community education breakout of the Community Services Coordinating Body (CSCB) Substance Use Prevention, Treatment and Recovery group. Mike is also active on the CSCB's Adolescent Work Group which meet bi-monthly to address needs for teen programming.

4. **IT:** Only the Charmwood supervisor computer needs to be replaced. We are replacing three RICOH printers at Michigan, Wells and RB1(Administrative Assistant). We have moved our Satisfaction surveys and reporting from our old Impact Surveys app to Office 365 Customer voice (online surveys) and Power BI (online reports with more powerful features).

5. **Capital Improvement Plan:** The following projects have been completed at River Bend: new roof, concrete pad for dumpster, new gutters, new floors in both dining rooms and River bend 2 kitchenette. The driveway/parking lot project will be completed in mid-August. The new 2022 10 passenger Transit van was delivered in July. Another ten passenger Transit van has been ordered with expected delivery estimated February 2023. We are also obtaining an estimate on a new Transit van with a wheelchair lift and wheelchair tie down system.

Adjournment/Next Meeting: The next meeting will be on October 12, 2022, at 1:00 pm.