

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

01/17/2024

In attendance: Kris Curtis, Aaron Foote, Mike Thomas, Terry MacMillan, Denise Ellery

Meeting minutes – The meeting minutes from October 11, 2023, were previously approved.

The Annual Quality Improvement Summary Report for FY23 was previously approved and presented to the Board of Directors on January 08, 2024.

## **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: \$100 was raised from Blue Jeans for A Cause at Administration and will be donated to the Community Food Depot. We supported the Arc's pie sale, MYOI Christmas gift giving to foster children and conducted a United Way Campaign. Several residents/staff participated in bell ringing for the Salvation Army.

- b. Community Inclusion Activities:

Belle River – Various shopping and restaurant outings, sensory rides, Detroit Zoo, pumpkin picking, bank, Christmas lights at Marysville Park, Christmas parade, Salvation Army Bell Ringing, visited a live Nativity Scene.

Charmwood – Various shopping and restaurant outings, Detroit Zoo, Halloween Party, Christmas party.

Michigan – Sensory rides, Halloween party, Christmas party.

River Bend #1 – Various shopping and restaurant outings, bowling, Salvation Army Bell Ringing, ride to see Christmas lights, library.

River Bend #2 – Various restaurant and shopping outings, post office, library, Detroit Zoo, church, secretary of state, country music concert, Prowlers hockey game, Christmas party, Salvation Army Bell Ringing, ride to look at Christmas lights.

Simpson – Sensory rides, restaurants, Christmas party, Salvation Army Bell Ringing, ride to Sherman Woods to see Christmas lights.

Wells – Sensory rides, shopping, Detroit Zoo, parade, Christmas party, Salvation Army Bell Ringing.

Agency organized outing to the Detroit Zoo.

We had a Halloween Party at the Lions Club in Port Huron. The Agency provided pizza, cider, and donuts along with pumpkin decorating, music, and dancing.

In December we had a Christmas Party at Alexander's Banquet Center. It was a beautiful atmosphere with delicious food and a special visit from Santa and his elves. The party was co-sponsored by Jim and Terry MacMillan.

We had a "Holiday Cookie Bake-Off" contest. A blind taste test determined the first, second and third place winners. First place (Michigan) received a trophy along with gift boxed gourmet holiday treats. Second (River Bend 1) and third place (Bethuy) received gifts as well.

We are planning a Valentine's Day party in February and would like to plan an agency activity each month.

2. Goal: Minimize number of medication errors

Objective: Prevent injury to residents resulting from medication errors

Performance Target: Zero Medication Errors

Medication Errors – (2) Errors during the quarter. (1) Missed medication at River Bend 2. Staff scanned the bar code but failed to remove the medication from package. (1) Missed medication at Michigan Road. Both staff were re-trained in the medication administration process and received disciplinary action in accordance with Agency policy. Previous quarter – (2) errors.

### **St. Clair County Community Integration Services**

3. Goal: Quality Service Delivery

Objective: Utilization Management Reviews

Performance Target: 90% accuracy

Survey form has been completed and set up in data base. Surveys will be conducted at all SLA locations, starting with Bethuy. Target is to have all locations surveyed before end of February.

### **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.

Basic Drug Education (BDE) – Total certificates issued – 74.

IMPACT – 37 pre and 23 post; Intervention Center – 73 pre and 44 post surveys.

Improved knowledge – plus 0.66.

4.76 report the class was very helpful.

95.9% reported they would use the information learned.

RSAT – Residential Substance Abuse Treatment – Total certificates issued – 70.  
Huron House – 29 pre and 21 post surveys; Intervention Center – 39 pre and 31 post surveys  
Improved knowledge – plus 0.82.  
4.71 reported the class was very helpful.  
92.75% reported they would use the information learned.

Thinking Matters – Total certificates issued – 66.  
IMPACT – 16 pre and 13 post surveys; Intervention Center – 43 pre and 29 post surveys.  
Improved knowledge – plus 0.58.  
4.69 reported the class was very helpful.  
97.67% report they would use the information learned.

ARM – Anger/Rage Management – Total certificates issued 56.  
IMPACT – 13 pre and 29 post; Intervention Center – 54 pre and 29 post surveys.  
Improved knowledge - plus 1.12.  
4.82 reported the class was very helpful.  
95.83% reported they would use the information learned.

DV -Domestic Violence – Total certificates issued – 22.  
IMPACT – 35 pre and 5 post; Intervention Center – 7 pre and 5 post surveys.  
Improved knowledge – plus 0.99.  
4.50 reported the class very helpful.

Active Parenting Birth to Five – Total certificates issued – 10.  
9 pre and 6 post surveys.  
Improved knowledge – plus 1.41.  
5.0 reported the class very helpful.  
66.67% reported they would use the information learned.

Active Parenting 6 plus years – Total certificates issued – 8.  
5 pre and 6 post surveys.  
Improved knowledge – plus 0.97.  
5.0 reported the class very helpful.  
100% reported they would use the information learned.

Common positive feedback from surveys – like staff, freedom to speak openly, reading out loud, group share, trauma informed information learned, Antwoine Fisher movie.

Common negative feedback from surveys – start times, limited hours, taking away movies from visual learners, no snacks, Thinking Matters books, disruptive classmates in the jail groups, no books or bathroom breaks in the jail. *Note: I.M.P.A.C.T. does not have any jurisdiction on jail rules or procedures. Community classes are offered AM and PM.*

Recommendations: guest speakers, more focused time on specific topics (i.e., RSAT criminal and addictive thinking).

TAM (Teen Anger Management) – classes have started at Port Huron High and Phoenix Academy on Tuesdays and Thursdays.

Nine new Power Point presentations have been developed for the MYOI program for 2024 (parenting, outdoor skills, life skills) per feedback from groups. These will be rolled out in the upcoming quarters.

## **Record Compliance (Utilization Review)**

- A. Residential – Unannounced reviews of resident allowance funds and petty cash were completed at each residential location. All funds balanced and were accounted for.

Survey and data base have both been updated. Surveys will be scheduled in the second quarter at Belle River and River Bend 1. Both locations have upcoming AFC License renewal inspections.

### **Individual Focused Services:**

- A. Consumer Complaints: Misconduct towards individuals served occurred at Charmwood. I.M.P.A.C.T. terminated the involved staff's employment and reported the incidents to the proper authorities.
- B. Supervisors completed an unannounced check during off shift times at least twice a month. Findings are reported to the Program Director.

### **Corporate Compliance Complaints:** N/A

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

**Staff Training:** We are researching replacement of CPR/FA manikins. Would like to have manikins with more advanced AED training capabilities. Medication training is being updated to include a supplement on how and when to complete medication related forms. BWAT has provided us with a video on drug education to meet the one- hour training for staff to meet DOT requirements. This training will be completed by all staff and included in new hire orientation. The training is only required once.

### **Business Goals**

1. **Staff Recruitment/Retention:** The retention rates are as follows: October 99%, November 99%, December 95%, January 96%, February 96.1%, March 98%, April 98%, May 98%, June 98%, July 100%, August 99%, September 97.3%, October 97.3%, November 98.2%, December 99% (staff who left the agency vs staff who remained). Staff received a \$200 Christmas Gift card in December. We continued to run radio recruitment ads over the holidays.

2. **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.

**Coalition (State SUGE)** - Participation in subcommittee of the Michigan Coalition Workgroup that is tasked with supporting Preventing Network for their 2024 R.I.C.H. Coalition Conference on July 25<sup>th</sup> at the Suburban Collection Showplace. The subcommittee is determining logistics and selection of keynote and roundtable speakers. The subcommittee is meeting monthly. This event will offer CEUs for all levels of prevention.

Coalition Workgroup is meeting monthly as well and been working on their purpose, vision statement, mission, toolkit collection and leadership. The focus of this workgroup is to be a resource at the state level for prevention-based coalitions and is developing trainings and best practices in a centralized location for SUD, Gambling and Suicide coalition services.

Coalition (County) – Participating on the CSCB as the Sub-committee chair for community education on the Substance Use Prevention, Treatment and Recovery breakout (SUPTR). This subcommittee has been working on social media post development centered around the Wellness Wheel for 2024. This includes use of Canva and video equipment to create one-minute quick tip videos on improvements for the 8 spokes of the wellness wheel: physical, social, emotional, spiritual, intellectual, environmental, occupational, and financial wellness.

Participation as member at large of the Adolescent Workgroup, another breakout of the CSCB, which focuses on youth resources such as Speaking engagements and community surveys.

Tabacco Section Funding Project – Secured Thumbcoast TV to record a livestream townhall discussion on reducing nicotine product access to youth in St. Clair County. This event will be held on March 20<sup>th</sup> from 10-11 am. Representatives from the St. Clair County Health Department and BWROC have agreed to be interviewed. Waiting on confirmation from the PHPD community liaison officer and a school resource officer. Searching for a local tobacco retailer as well.

Tobacco Vendor Education – 2024 Signage was provided at the end of the 1<sup>st</sup> quarter for staff to distribute to local retailers. A quarter of the Non-Synar Compliance Checks have been completed.

MYOI (Michigan Youth Opportunities Initiative) – The MYOI program serves youth in St. Clair, Sanilac, Macomb, Oakland, and Wayne Counties. Prevention staff conducted 10 community presentations on topics including relationship development, substance use prevention, mental health coping strategies and life skills such as buying a car, renting, navigating workplace relationships, and managing holiday money.

Plans are in place to conduct a community event for families sometime in the summer. We are looking at coordinating with a local organization to host a block party near and coordinating with the Health Department and Port Huron Police Department. Activities would include police trailer gaming station, face painting, healthy snacks, yard games and distribution of our program literature.

3. **IT:** Firewall replacement goal. IT is recommending the Cisco FirePOWER 1120 ASA Firewall (cost \$2,098.36- \$4,400.00). Will be purchasing two new firewalls to replace the older ASA firewalls at Admin and Riverbend.

IMDATA App has been released to Supervisors after a training session on the new IMDATA app and incident reporting process on the new system.

Upgrading all training desktop computers.

4. **Capital Improvement Plan:** Work continues on the bedroom make over project at River Bend. A recommendation has been made to the Board for the replacement of a wheelchair accessible and passenger van, front doors and courtyard updates at River Bend, purchase of new CPR/AED manikins and AEDs for agency vehicles.

5. **Health & Safety:** Monthly Safety Tips issued via agency email and posted on agency Facebook page. Safe Driving goal has been established. Goal will be monitored using the GPS tracking devices in agency vehicles and will monitor things like speed and hard braking. The team with the best score each quarter will get the honor of holding the Safe Driving Trophy. Looking into having scald guards on all sink faucets.

**Adjournment/Next Meeting:** The next meeting adjourned at 3:00 pm. The next meeting will be on April 10, 2024.