

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

01/08/25

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

Meeting minutes – The meeting minutes from 10/09/24 were previously approved and presented to the Board of Directors at the November meeting.

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: Paper Ornament food drive collected \$140 for the Community Food Depot. Several residents and staff participated in bell ringing for the Salvation Army. Winter clothing items were collected for the Harbor Street Outreach Program for local teens, sponsored MYOI Christmas program for teens.

b. Community Inclusion Activities:

Belle River – Various shopping and restaurant outings, sensory rides, reptile exhibit, country music concert at McMorran, Winter Warm Up clothing collection, Christmas party.

Charmwood – Various shopping and restaurant outings, sensory rides, Fall Ball, Halloween party, Christmas party, Salvation Army bell ringing.

Michigan – Sensory rides, shopping, restaurants, park, nature walk, Halloween party.

River Bend #1 – Various shopping and restaurant outings, bowling, library, sensory rides, Halloween party, Christmas party, CE Winter Dance, Christmas party at the Elks Club, Salvation Army bell ringing.

River Bend #2 – Various restaurant and shopping outings, movie theater, park, Fall Ball, Reptile Exhibit, Halloween party, Detroit Zoo, CMH Trunk or Treat, Tilson Street Halloween displays, country music concert at McMorran, CE Dance, Christmas carols in Port Huron.

Simpson – Sensory rides, restaurants, shopping, community walks, arcade, Reptile Exhibit, Halloween party, Christmas party, and Sherman Woods Christmas displays.

Wells – Sensory rides, shopping, Reptile Exhibit, Halloween party, Christmas party, Salvation Army bell ringing.

Community Activities Committee: Interactive reptile exhibit on October 3 and Halloween Party on October 25 were held at the Lions Club. River Bend 2 went to the Detroit Zoo. The agency held a Christmas party which was co-sponsored by Jim and Terry McMillan at Alexander's Banquet Center on December 11th. Residents enjoyed dinner, music and a visit from Santa and his elves (aka Terry and Donna).

2. Goal: Minimize number of medication errors

Objective: Prevent injury to residents resulting from medication errors

Performance Target: Zero Medication Errors

Medication Errors – (4) Errors during the quarter. River Bend 1 - (2) Wrong Person/Wrong Medication and (1) Missed Dose. River Bend 2 – (1) Wrong Person/Wrong Medication. No adverse reactions occurred from the errors. Staff received disciplinary action in accordance with Agency policy. The supervisors at River Bend are going to review the basic process for medication administration at their staff meeting. Previous quarter – (3) error.

St. Clair County Community Integration Services

3. Goal: Quality Service Delivery

Objective: Utilization Management Reviews

Performance Target: 90% accuracy

The plan of correction continues to be monitored. The Administrative Assistant was promoted and job duties now include areas of supervision within the CISD program, mainly the SLAs.

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 – 58

I.M.P.A.C.T. – 28 pre and 17 post; Intervention Center – 97 pre and 45 post surveys

Improved knowledge – plus 0.58

4.69 report the class was very helpful

96.4% reported they would use the information learned

RSAT – Residential Substance Abuse Treatment – Total certificates issued – 47

Huron House – 21 pre and 11 post surveys; Intervention Center – 34 pre and 37 post surveys

Improved knowledge – plus 0.72

4.63 reported the class was very helpful

92.3% reported they would use the information learned

Responsible Thinking – Total certificates issued – 76

I.M.P.A.C.T. – 19 pre and 4 post surveys; Intervention Center – 42 pre and 29 post surveys

Improved knowledge – plus 0.48

4.71 reported the class was very helpful

94.8% report they would use the information learned

ARM – Anger/Rage Management – Total certificates issued 39
I.M.P.A.C.T. – 14 pre and 6 post; Intervention Center – 35 pre and 27 post surveys
Improved knowledge - plus 0.90
4.48 reported the class was very helpful
91.1% reported they would use the information learned

Battering Intervention – Total certificates issued – 23
I.M.P.A.C.T. – 14 pre and 14 post; Intervention Center – 4 pre and 4 post surveys
Improved knowledge – Remained the same
4.72 reported the class very helpful

Active Parenting Birth to Five
Class will start in January if there are participants.

Active Parenting 6 plus years
Class will start in January with 3 participants enrolled.

TAM (Teen Anger Management)
Classes started in December at Port Huron High School.

Survey responses from Zoom participants is low. It was suggested to send the survey link by email just prior to the last class to see if that helps.

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.
- B. Utilization Management Reviews – A review was completed at River Bend 2. Several items were found missing from the files, i.e., Resident Care Agreements, Health Care Appraisals, medication records (MARs), and Resident Funds Part 1. A plan of correction will be developed with the supervisor. A follow up review will be conducted prior to AFC License renewal in May to verify compliance.

Individual Focused Services:

- A. Consumer Complaints: The CMH ORR substantiated a violation of Mental Health Services Suited to Condition and Dignity and Respect at Charmwood. A violation of Abuse Class II (Unreasonable Force) was substantiated at Michigan Road. A violation of Abuse Class III was substantiated at River Bend 1. Involved staff were counseled, disciplinary action, and in two instances transfer to another agency location.
- B. Heidi M. (Charmwood) and Heather K. (River Bend 2) both received the CMH Rights Champion Award.
- C. Management Skill Development Program – Information for supervisor and assistant supervisor accounts has been submitted to Skill Path. Should be receiving confirmation emails and invoice soon. Skill Path will provide a training on how to register for the “live trainings.”

Corporate Compliance Complaints: N/A

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

Staff Training: DOT video/DOT training to meet BWAT contract has been completed.

Business Goals

1. **Staff Recruitment/Retention:** The retention rates are as follows: December 99%, January 99%, February 99%, March 97%, April 100%, May 97.3%, and June 99%, July 97%, August 97%, September 97%, October 98%, December 98%. (staff who left the agency vs staff who remained). Staff received a \$200 Christmas gift card. Recruitment ads were run on both radio and billboard.

2. Prevention Services (Alcohol & Drug Education):

a. Increase community awareness of prevention services – We purchased an ad for Prevention services for the FOP's Motor Town All-Stars show program. This event will be held at McMorran Auditorium on April 9, 2025. Upcoming events include the Community Resource Fair and Fun & Fitness Day.

b. Prevention electronic orientation process – the process has been completed and seems to be working well. We will try and track if there are participants picking up books and not starting classes. Also, Mike reported that he sent out reminder emails to those who had registered for class but had not started after a few weeks. There was also discussion about possibly placing reminder calls, but it would depend on time availability.

3. **IT:** The new FortiGate Firewalls are configured and in production at the Administration building and Riverbend. Have setup remote users with the new FortiGate VPN client for remote access through the new firewalls.

Installed new VMware and Veeam licensing on their respective servers.

Setup daily, weekly, and Monthly retention backups on our Microsoft Azure IMDATA SQL server.

4. **Capital Improvement Plan:** The I.M.P.A.C.T. Board approved the purchase of a new 2024 Transit Wheelchair Lift van which was stationed at River Bend. In addition, the Board approved the purchase of two new Transit 14 passenger vans which are on order and expected sometime in 2025. Work continues on the River Bend bedroom project.

5. **Health & Safety:** The 1st quarter Safe Driving Award goes to River Bend 2. In second place was Belle River and 3rd place goes to Michigan. Improvement was noted overall with scores 85% or higher. Monthly speeding reports are being sent to supervisors. Employees who have reported incidents of driving 10 or more miles over the posted speed limit will receive disciplinary action in accordance with agency guidelines.

Adjournment/Next Meeting: The meeting adjourned at 2:15pm. The next meeting will be on April 9, 2025.