

Quality Care Residential Homes

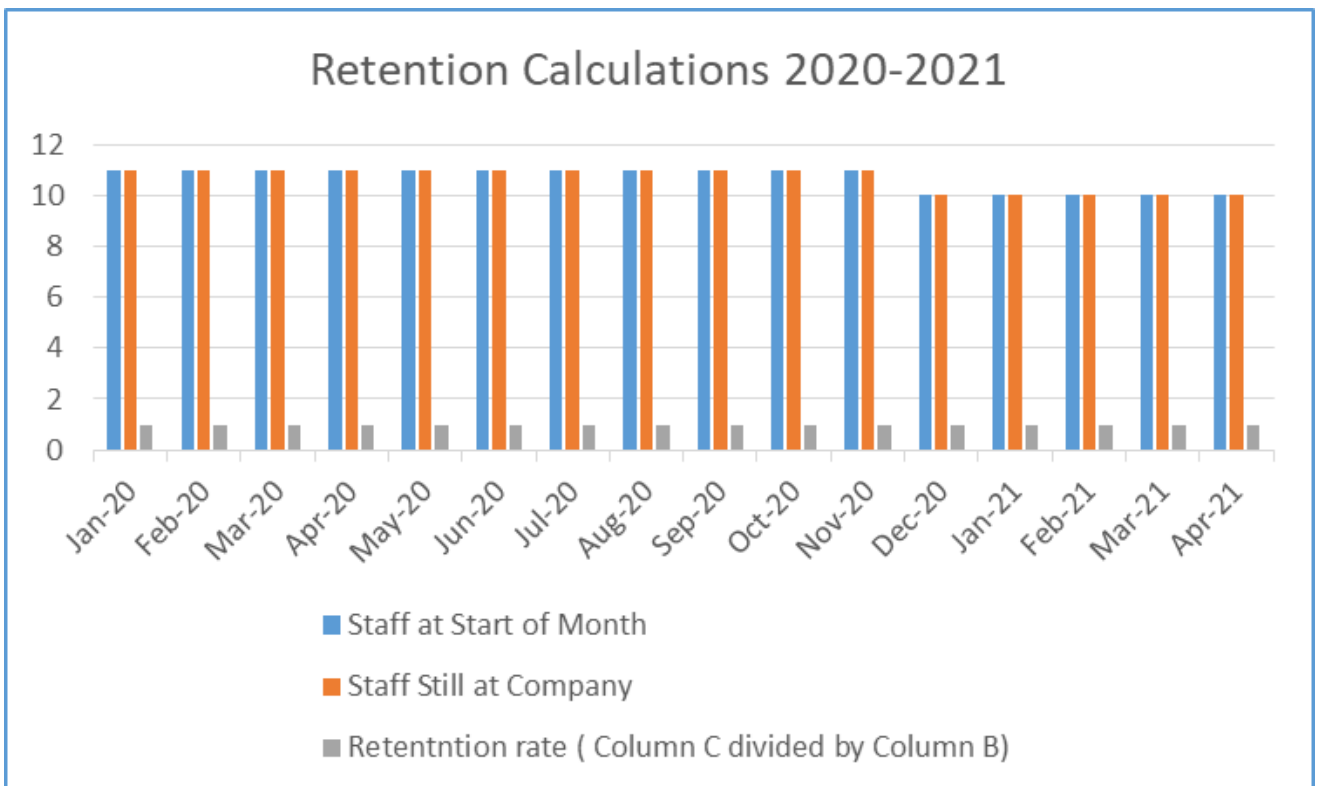
Quarterly Performance Quality Improvement Report Spring 2021 (includes 2020 data)

INTRODUCTION

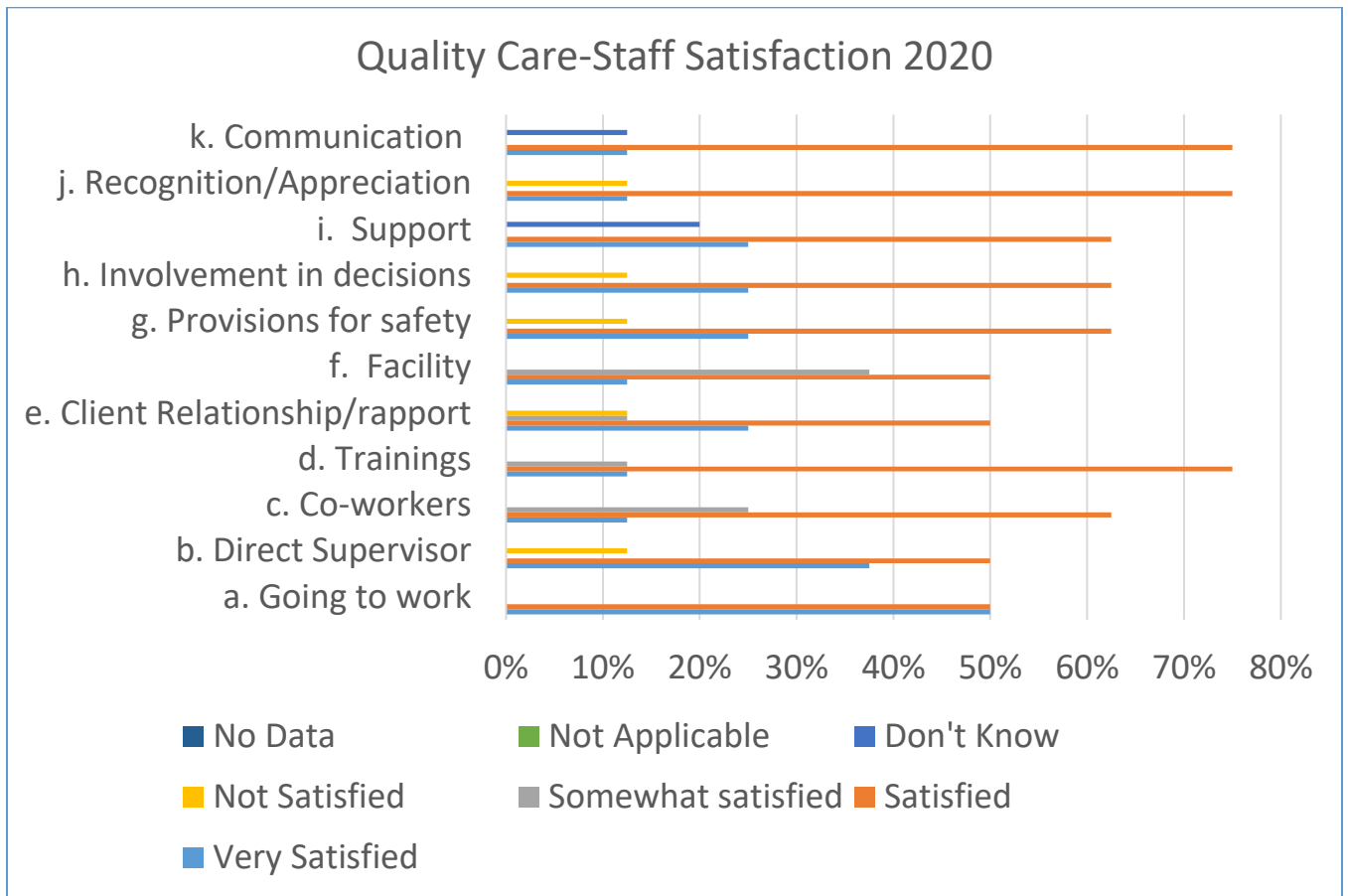
This is the first edition of the Quality Care Residential Homes, Inc. Quarterly Performance and Quality Improvement (PQI) report. This report is intended for all stakeholders, including clients, agency staff, board members, contracted agencies & any individual who is interested in the work of the organization. This report will focus on Fiscal 2021 first quarter results of group home programming. During this period the organization was directly impacted by COVID-19 as reflected in the Client admissions. In addition, Quality Care Residential Homes is a small agency. We look forward to your feedback and we fully appreciate your support. Also, additional information on the agency PQI program can be found on our organization website including an updated PQI plan.

OUTPUTS

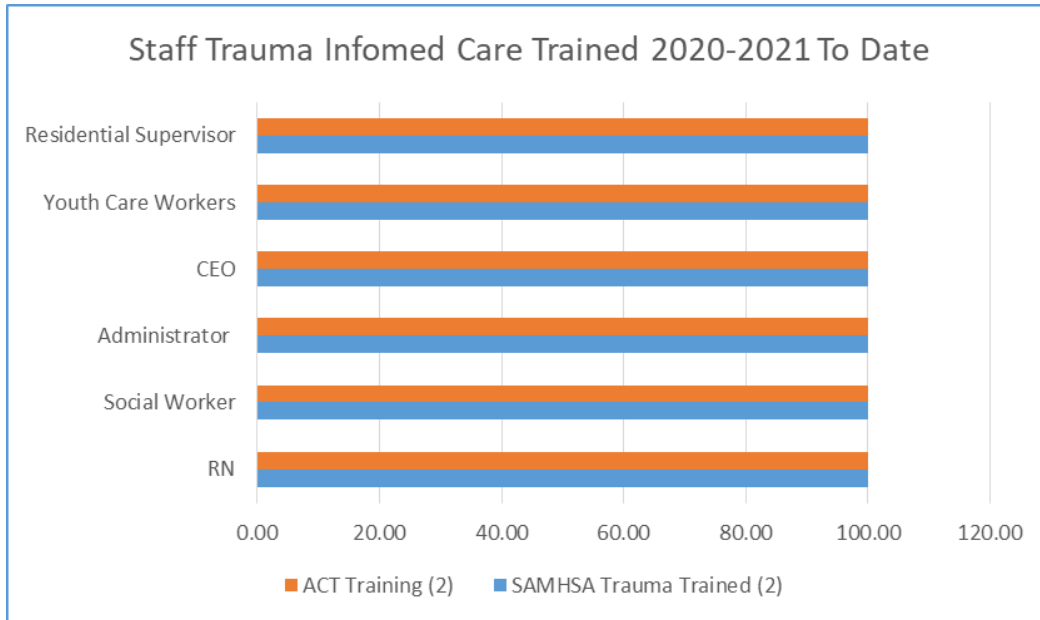
Our agency measures outputs on a quarterly basis as the organization is primarily funded on a fee-for-service formula. As identified on the graphs Quality Care has met targets.



The retention of staff calculations demonstrates between the periods of 2020 and 2021 to date there has only been a loss of one staff, 90% of staff have maintained employment during the 2020 to 2021 years. The staff that left was due to starting a Master’s program.



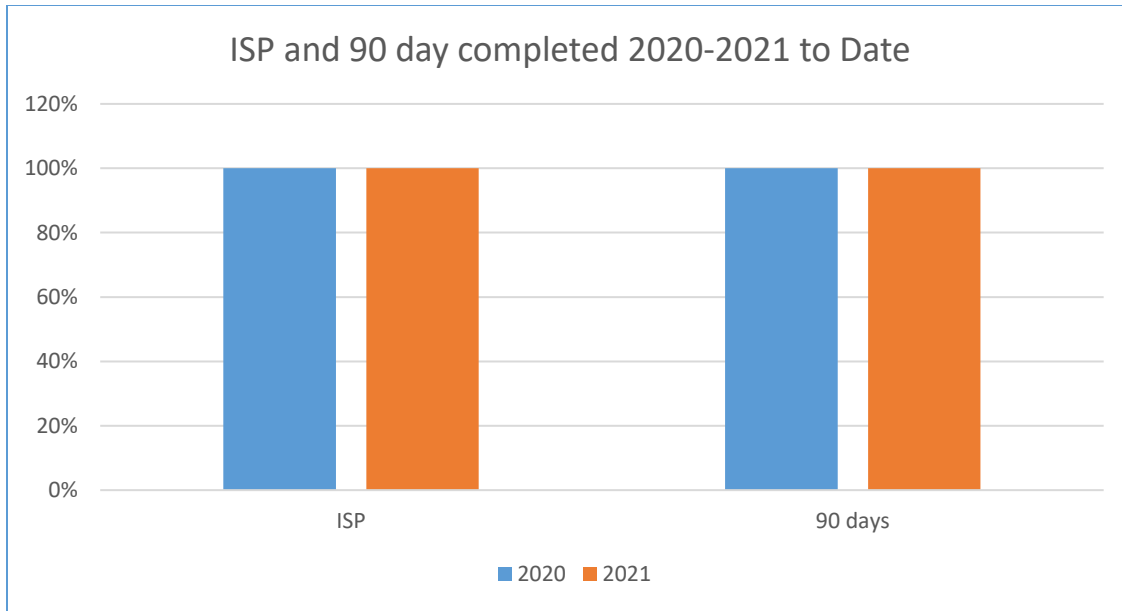
A staff satisfaction survey was distributed to staff in December of 2020 to engage dialogue in how satisfied staff are currently and what can be done to improve satisfaction overall. When reviewing the data it was determined that the majority of staff are satisfied overall in all areas assessed. Quality Care was looking to gauge 65-75% satisfaction.



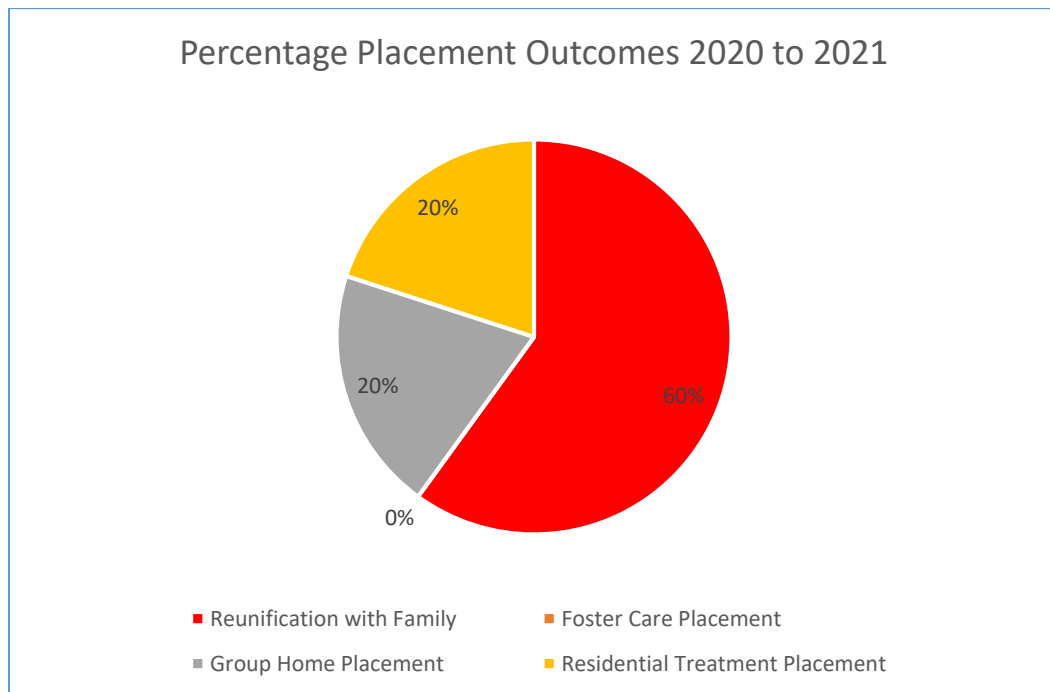
Staff have been trained on basic trauma informed care and the model utilized by Quality Care at a rate of 100% which also meets the benchmark.



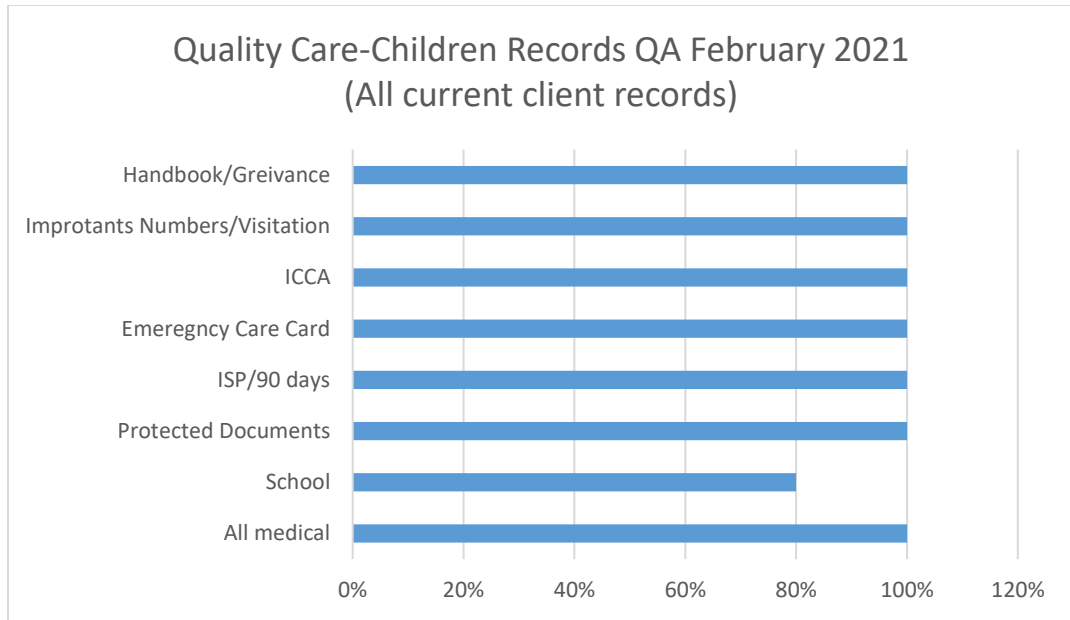
Staff restraints were down significantly from years past typically there would be around 2-3 per year this past report indicates that there were zero restraints utilized during these periods of 2020 to 2021 to date. There has been more trauma informed care training which staff attributes to the decrease.



Quality Care had a 100% rate of ISPs and 90 days completed during the 2020 to 2021 to date period.



Quality Care has had a 60% rate of reunification or step down in the past year. Due to the COVID 19 pandemic there were challenges with placement moves during this time. The target was to be at 80% for step down or reunification.



Overall Quality assurance of children records were all almost at 100% compliance with a few school records missing due to USPS mailing failure due to COVID 19 pandemic.