

Quality Care Residential Homes

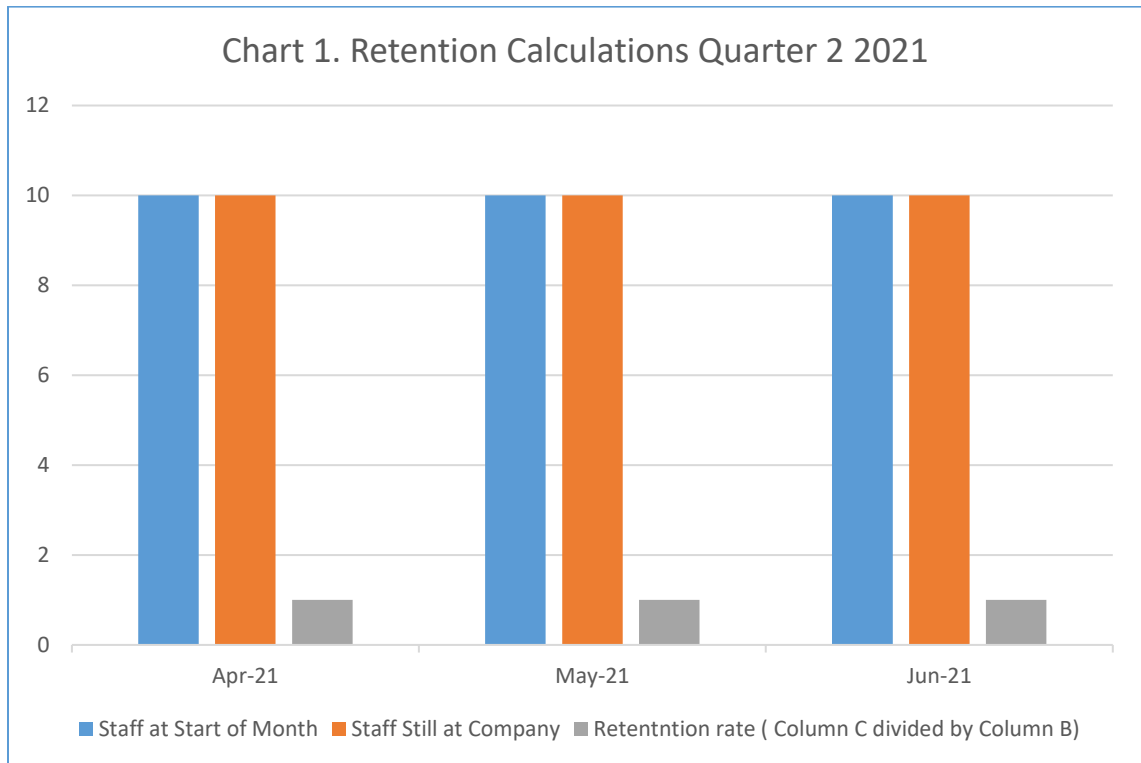
Quarterly Performance Quality Improvement Report Summer Q2 2021

INTRODUCTION

This is the second 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 second 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.

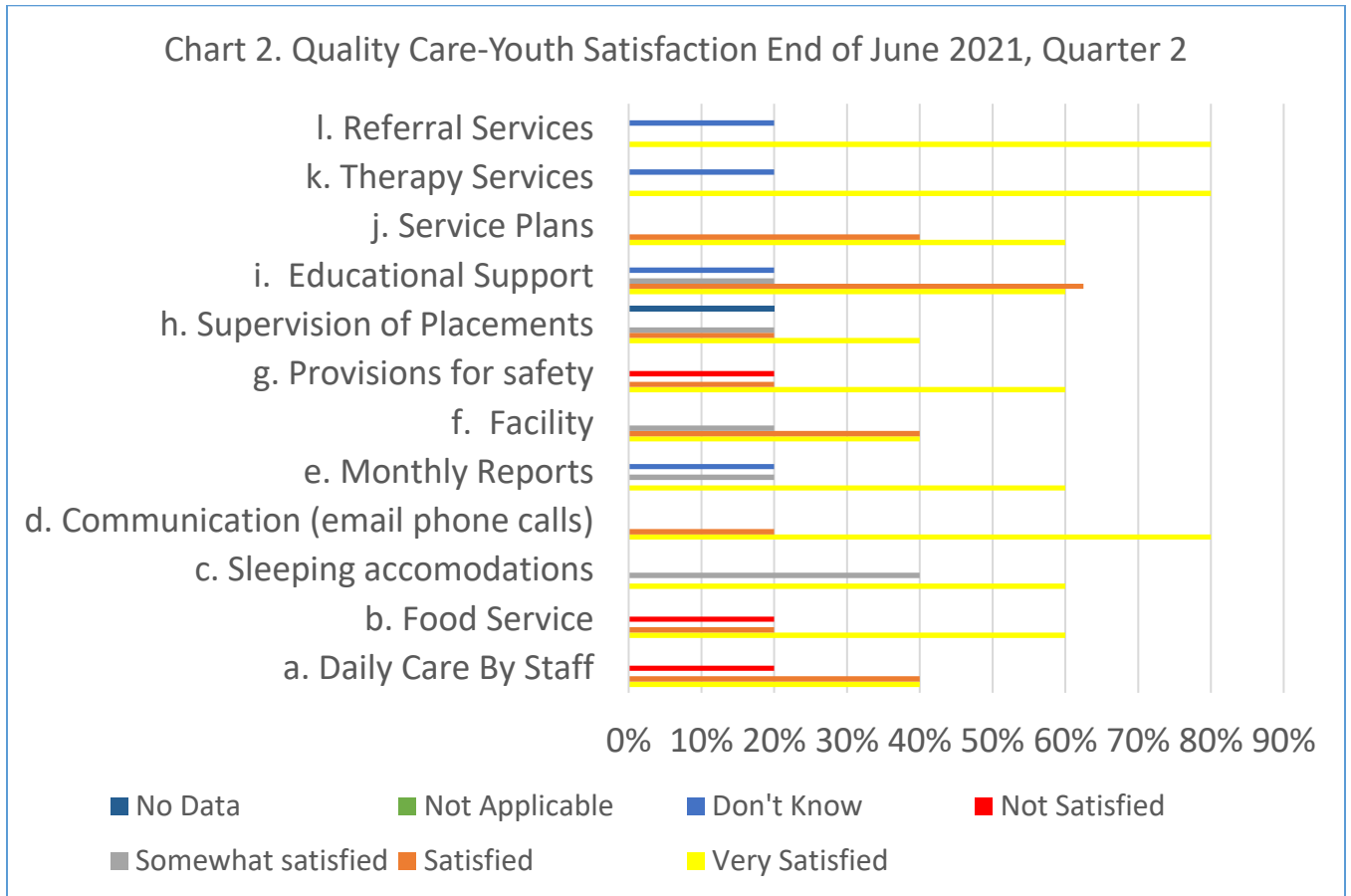
OUTPUTS

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.

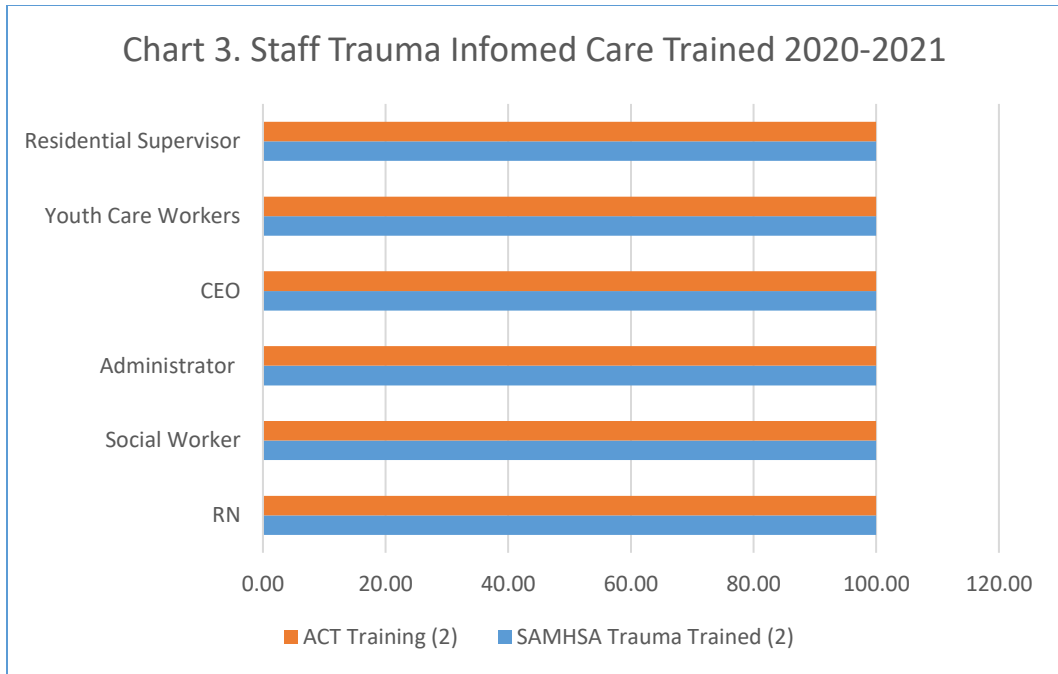


The retention of staff calculations (Chart 1) demonstrates between the periods of April-June 2021 quarter to date there has been no loss of staff, 100% of staff have maintained employment during the second quarter of 2021.

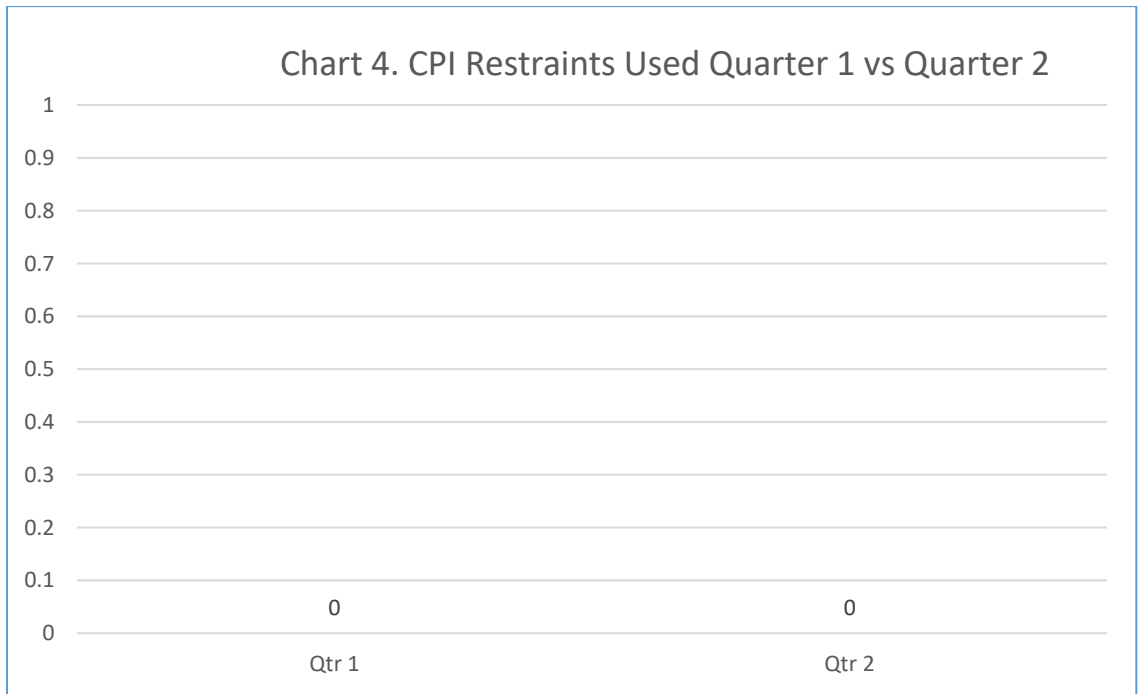
A staff satisfaction survey was not distributed to staff this quarter but will be implemented for the quarter 3 analysis. Staff satisfaction surveys are done 1-2 times per year. Quality Care is looking to gauge 65-75% satisfaction.



A client satisfaction survey was distributed to youth at the end of June to engage dialogue on youth’s level of satisfaction with programming overall. When analyzing the data (shown on Chart 2), it was determined that the majority of youth are satisfied (shown by grey, orange and yellow bars in chart) overall in all areas assessed. The youth showed at least a 60% to 80% satisfaction rate based on the data collected. Quality Care was looking to get at least a 60%-70% level of satisfaction from youth program participants.

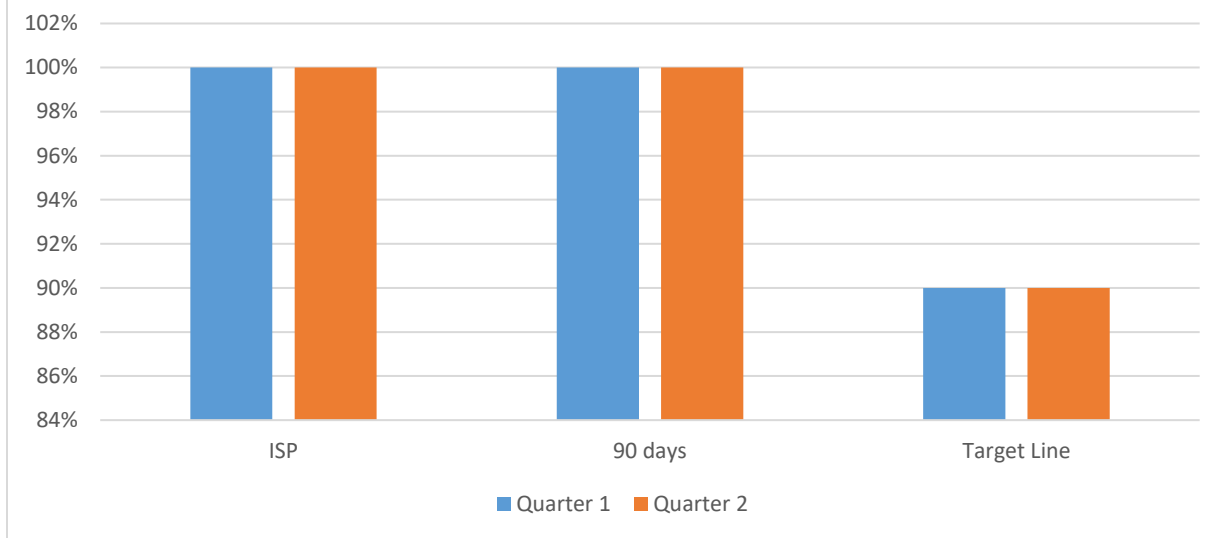


Staff have been trained on basic trauma informed care and the model utilized by Quality Care at a rate of 100% which also meets the benchmark (Chart 3).



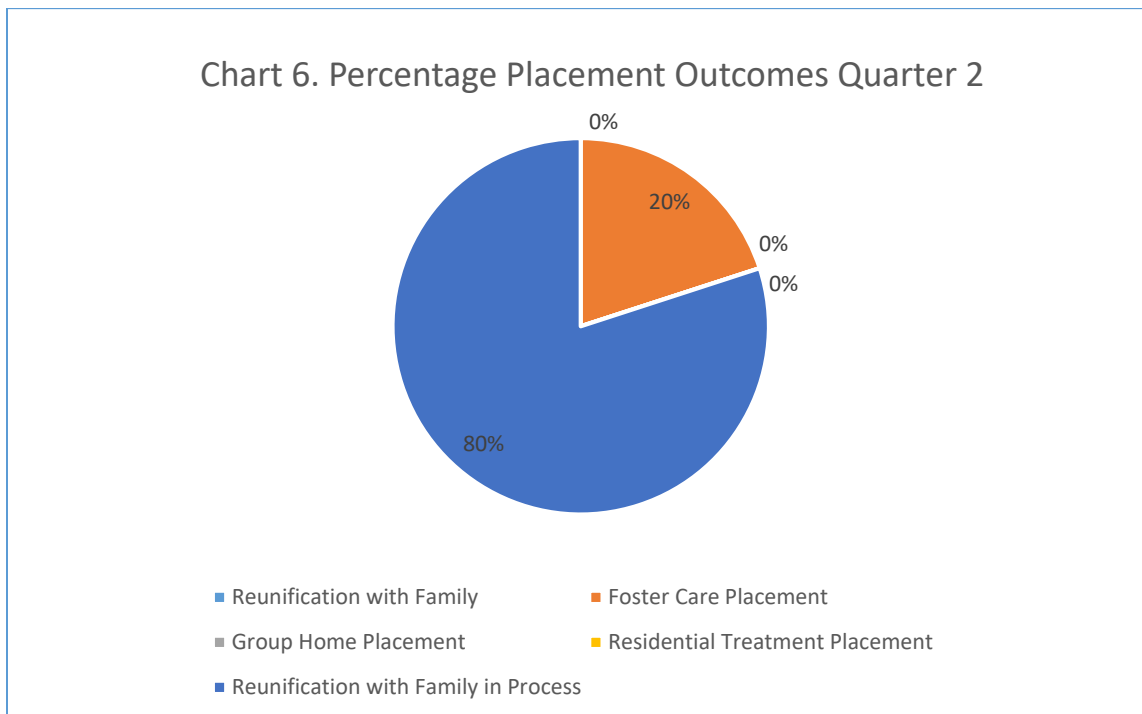
Staff restraints were down significantly from years past typically there would be around 2-3 per year this past report indicates that there were zero restraints utilized during the 1st and 2nd quarters to date in 2021 (Chart 4). There has been more trauma informed care training which staff attributes to the decrease.

Chart 5. ISP & 90 days Completed QTR1 Compared to Qtr2 2021

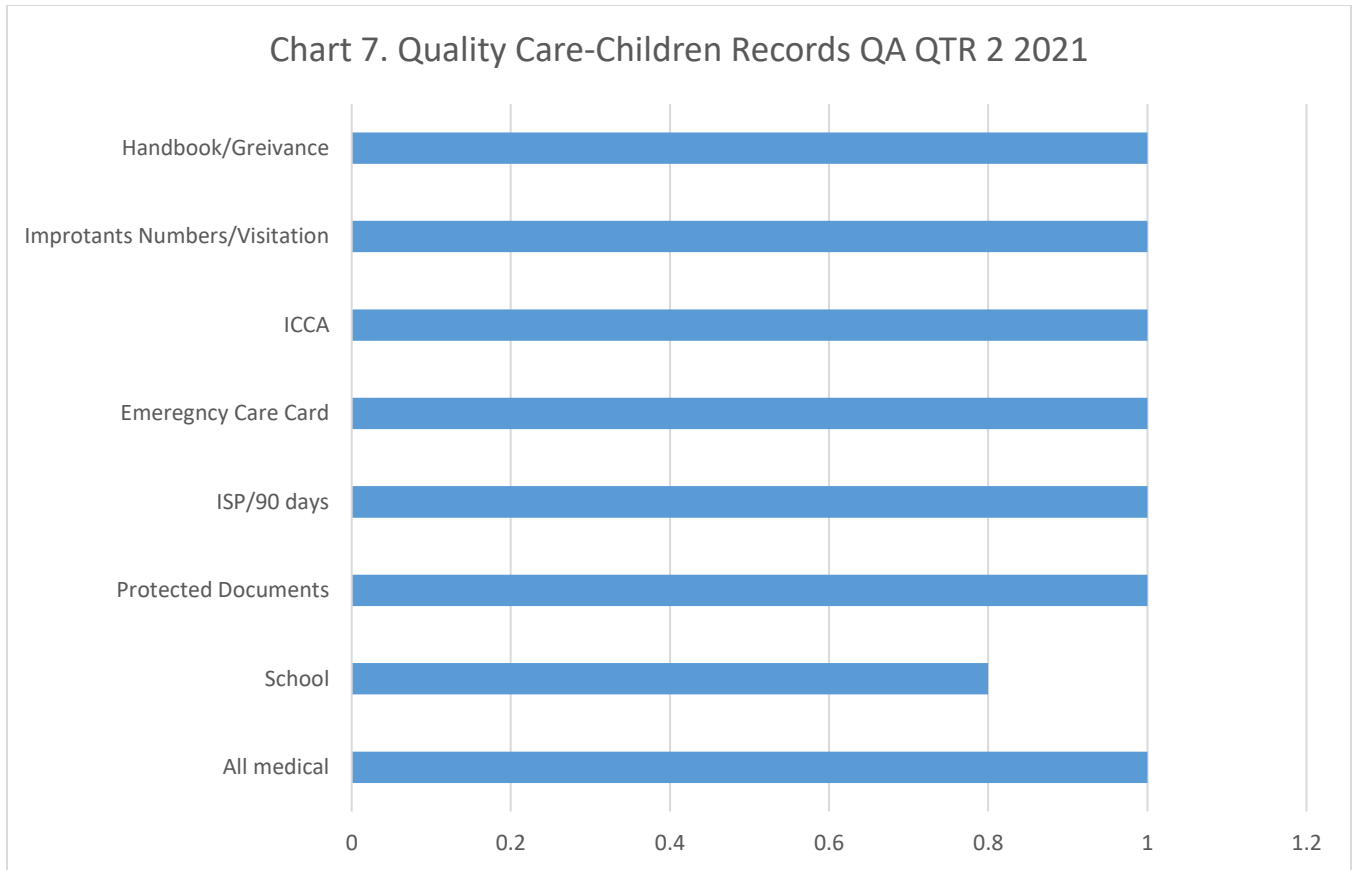


Quality Care had a 100% rate of ISPs and 90 days completed during the Quarter 1 and Quarter 2 comparison (Chart 5). Quality Care continues to be on track with timely completion of ISPs and 90 day reviews for youth ion programming.

Chart 6. Percentage Placement Outcomes Quarter 2



Quality Care has had an 80% rate of reunification in process this means visitations are occurring with plans to reunify with family or step down in the past 2nd quarter of 2021 (Chart 6). Additionally, 20% of clients went to a step-down foster care family with intentions to adopt. The COVID 19 pandemic still possess 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 (Chart 7).