

# **Quality Care Residential Homes**

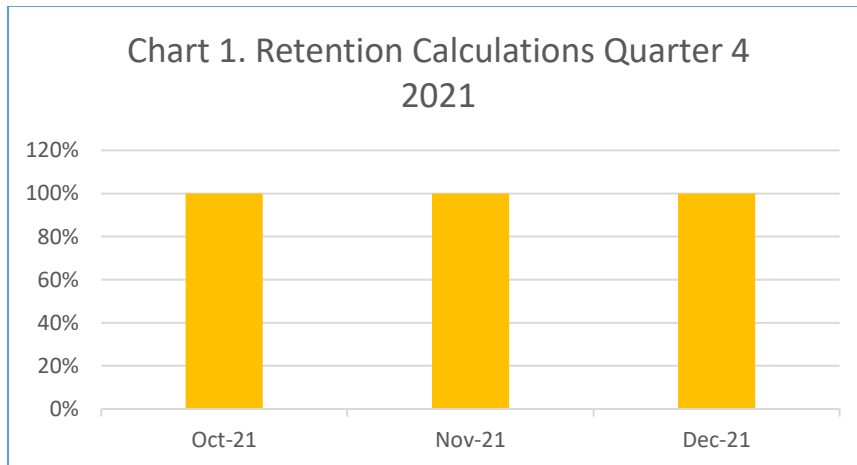
## **Quarterly Performance Quality Improvement Report Winter Q4 2021**

## INTRODUCTION

This is the Fourth 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 fourth 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.

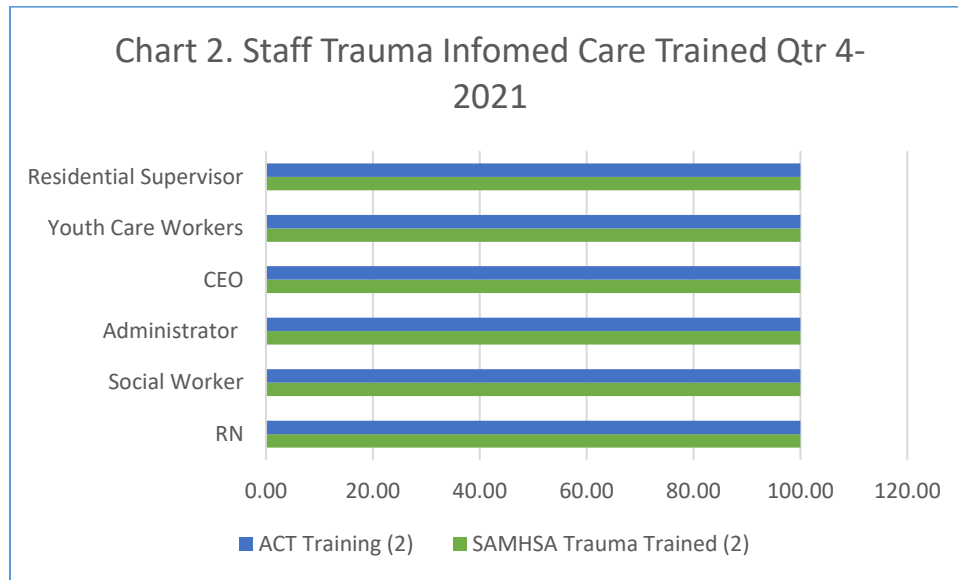


The retention of staff calculations (Chart 1) demonstrates between the periods of October-December 2021 quarter to date there has been no loss of staff, 100% of staff have maintained employment during the fourth quarter of 2021.

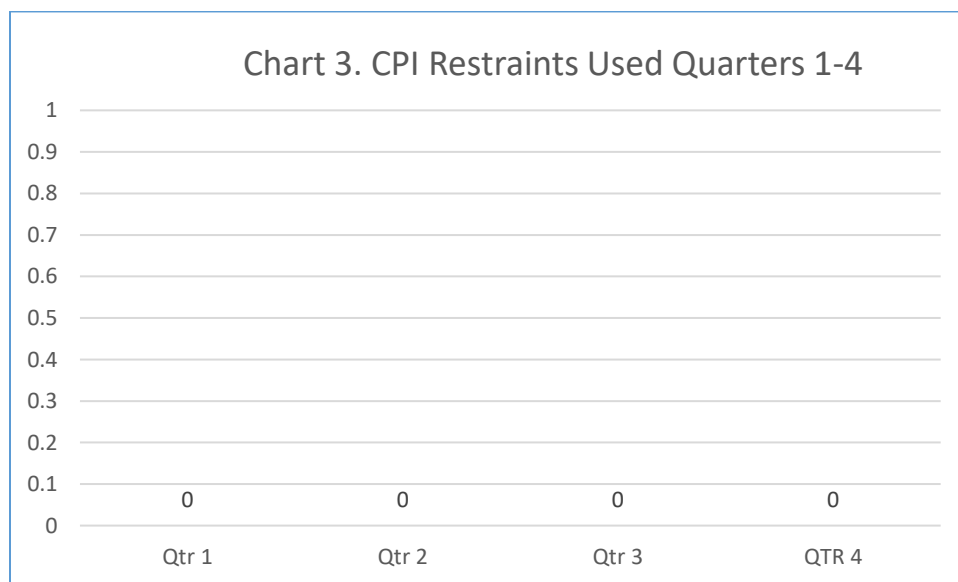
A staff satisfaction survey was distributed to staff for the quarter 3 analysis and not in quarter 4 of this report. Staff satisfaction surveys are done 1-2 times per year. Quality Care is looking to gauge 65-75% satisfaction. The results last quarter surpassed the baseline when combining results of Very Satisfied and Satisfied. Quality Care does plan to get qualitative data through a staff forum on areas to help improve satisfaction even more.

A client satisfaction survey was distributed to youth at the end of September to engage dialogue on youth's level of satisfaction with programming overall. A fourth quarter

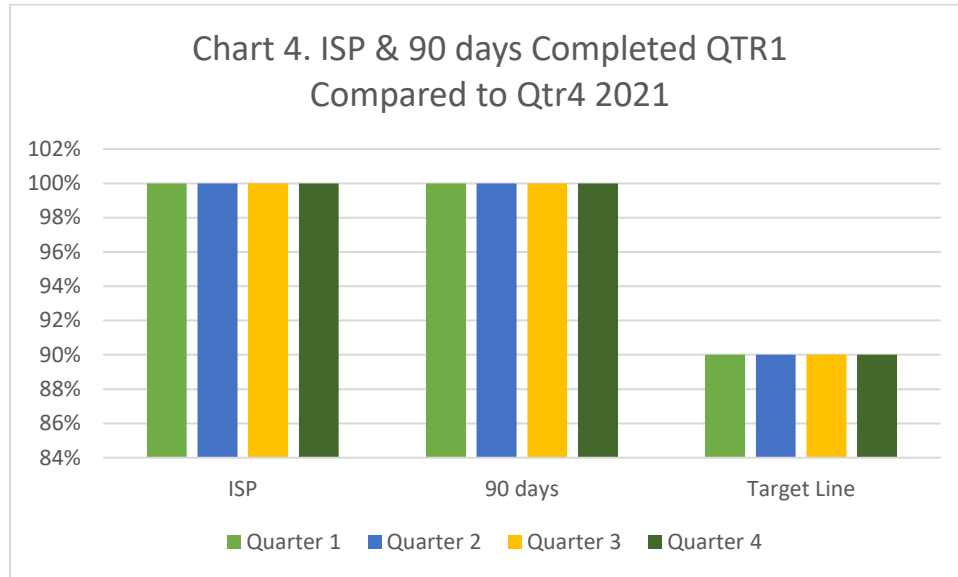
satisfaction survey was not distributed because satisfaction surveys are done 1-2 times per year. When analyzing the data last quarter it was determined that the majority of youth are satisfied overall in all areas assessed. The youth showed at least a 60% to 80% satisfaction rate based on the data collected. Quality Care was looking to get at least a 60%-70% level of satisfaction from youth program participants.



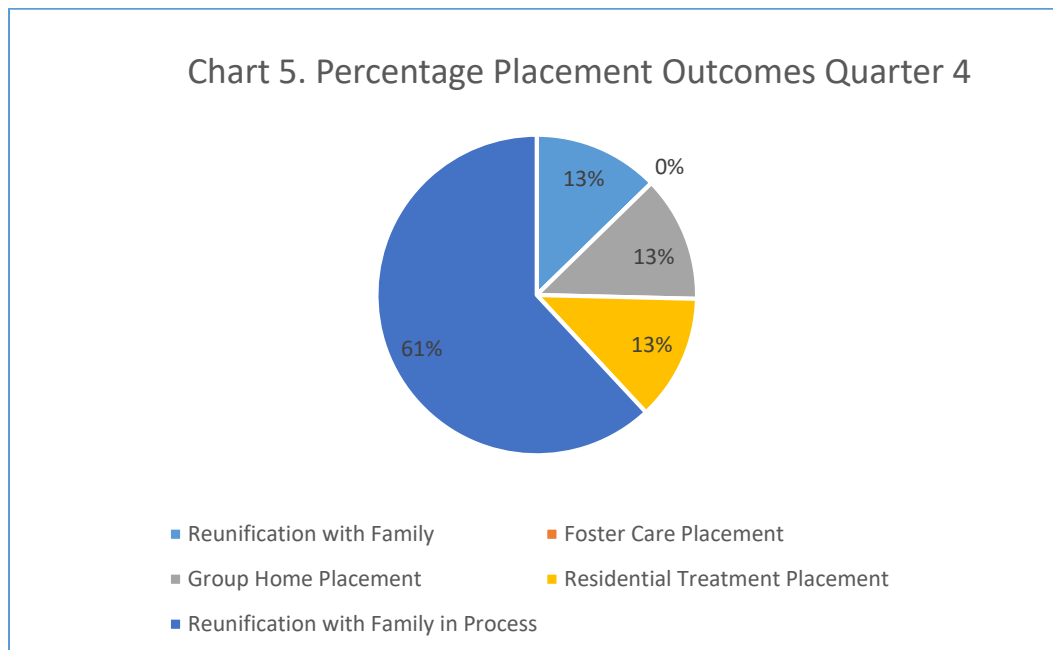
Staff have been trained on basic trauma informed care and the model utilized by Quality Care at a rate of 100% which also meets the benchmark (Chart 2).



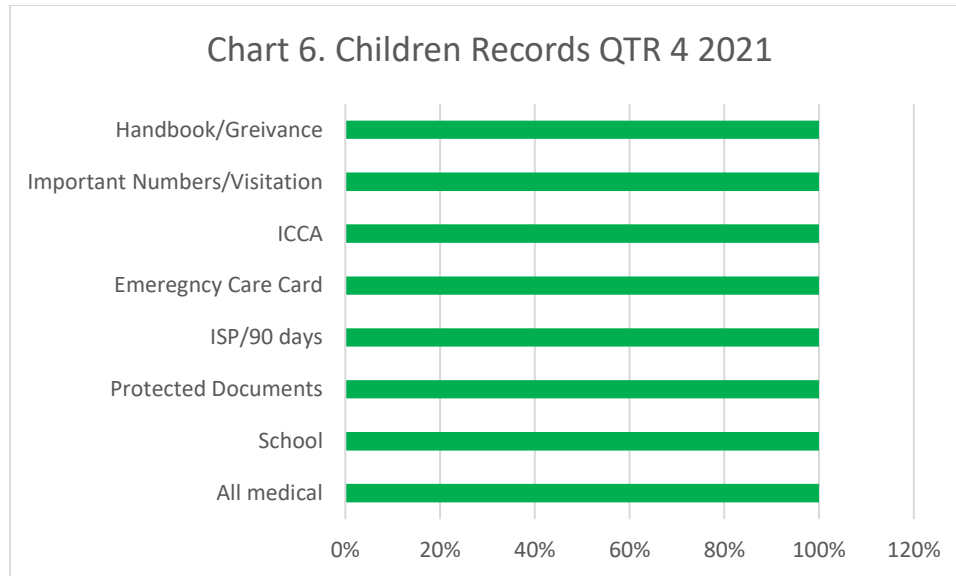
Staff restraints were down significantly from years past typically there would be around 2-3 per year this past report indicates that there were zero restraints utilized during the 3rd and 4<sup>th</sup> quarters to date in 2021 (Chart 3). There has been more trauma informed care training which staff attributes to the decrease, additionally use of more verbalization and talk down techniques along with redirecting behaviors.



Quality Care had a 100% rate of ISPs and 90 days completed during the Quarter 1, Quarter 2, Quarter 3 and Quarter 4 comparison (Chart 4). Quality Care continues to be on track with timely completion of ISPs and 90 day reviews for youth in programming.



Quality Care has had a 61% rate of reunification in process this means visitations are occurring with plans to reunify with family or step down in the past 4th quarter of 2021 (Chart 5). Additionally, 13% of clients reunified back with family. 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 in process we were at 74% this 4<sup>th</sup> quarter.



Overall Quality assurance of children records were at 100% compliance as displayed on Chart 6. Continued weekly and monthly quality assurance of records assists in maintaining the highest level of standard of care, tracking all service needs are met.