

# **Quality Care Residential Homes**

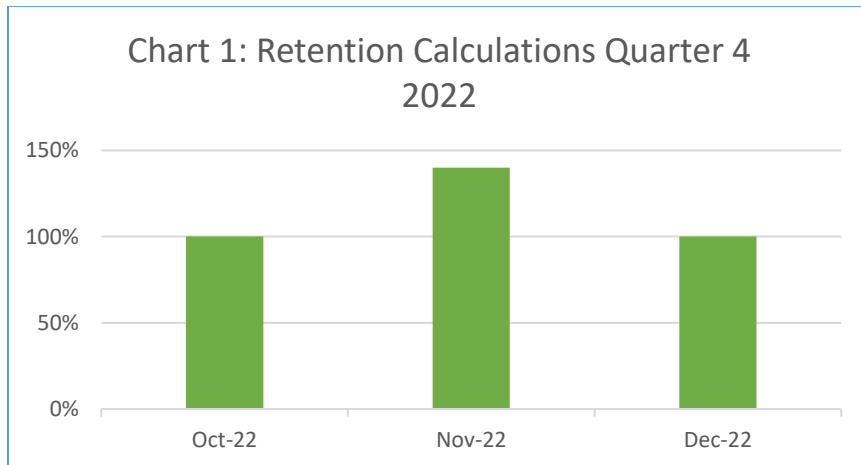
## **Quarterly Performance Quality Improvement Report Winter Q4 2022**

## INTRODUCTION

This is the Eighth 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 2022 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

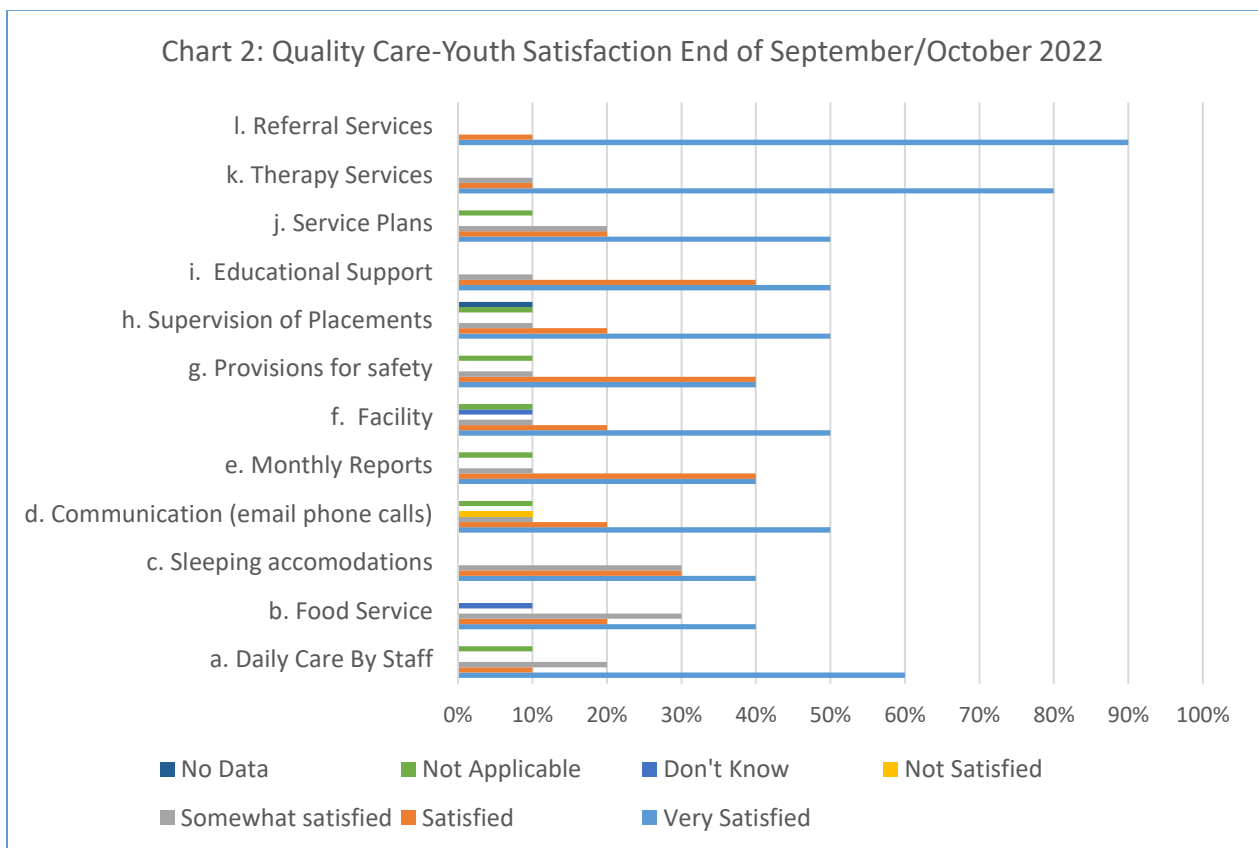
Our agency measures outputs on a quarterly basis as the organization is primarily funded on a fee-for-service formula. As identified on the graphs Quality Care has met targets.



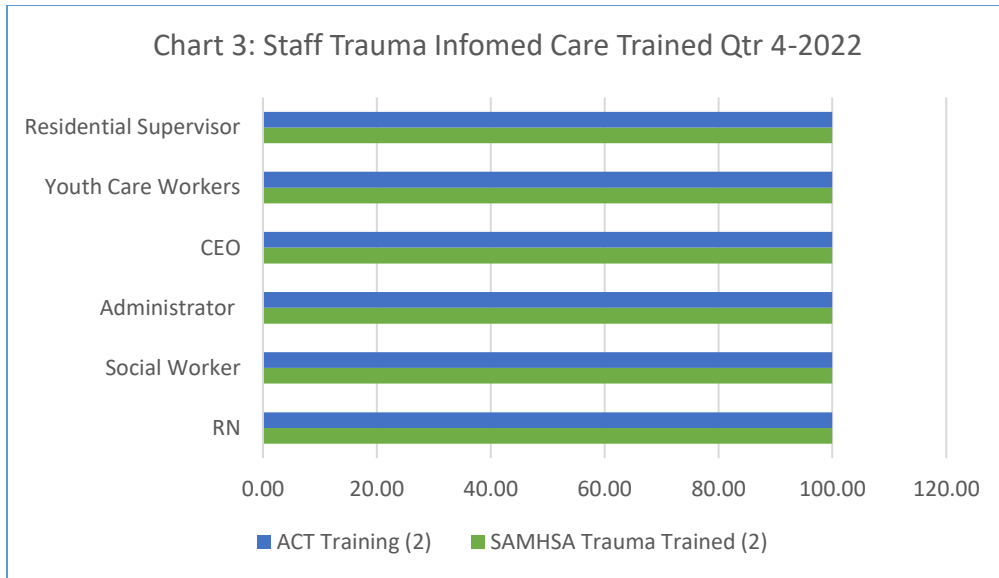
The retention of staff calculations (Chart 1) demonstrates between the periods of October-December 2022 quarter to date there has been some gaining of staff in fourth quarter of 2022.

A staff satisfaction survey was distributed to staff for the 2022 quarter 3 analysis of the last report. Staff satisfaction surveys are done 1-2 times per year. Quality Care is looking to gauge 65-75% satisfaction. Satisfaction data will be in the third quarter report of 2023.

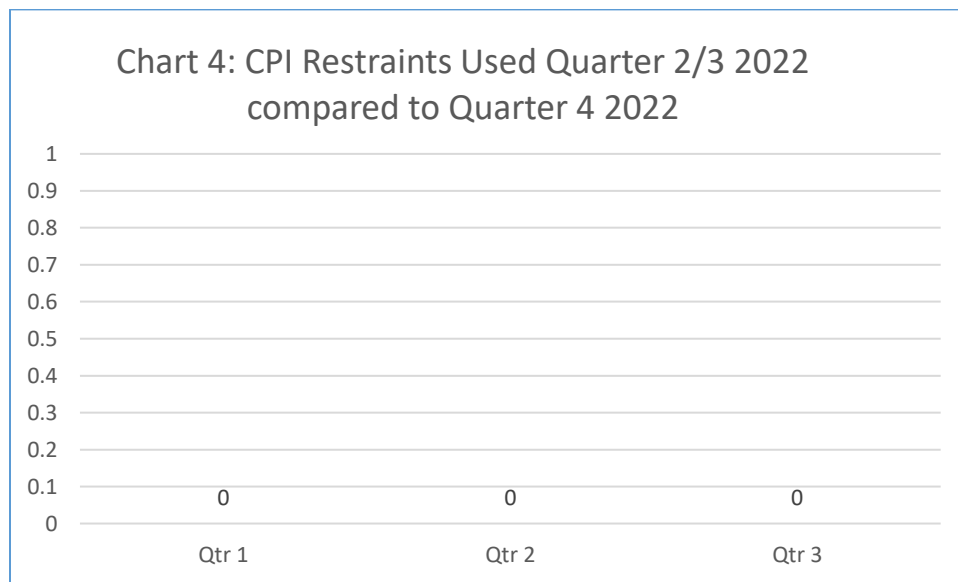
A client satisfaction survey was distributed to youth at the end of September and part of October 2022 to engage dialogue on youth’s level of satisfaction with programming overall (Chart 2). When analyzing the data in the last quarter the satisfaction survey was completed it was determined that the majority of youth are satisfied overall in all areas assessed. The youth showed at least a 70% to 100% 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. This is a 10% increase from the prior year’s satisfaction survey. The areas that had the highest satisfaction were therapy, monthly reports on progress, educational programming and referral services provided to youth. Youth overall had satisfaction with food, facility, and direct care staffing. Quality Care tried to gauge qualitative data from youth and will continue through monthly dialogue with youth. Quality Care had 100% response to the surveys this period. There are plans to determine how to continue to improve youth satisfaction of services. Quality Care will continue to explore new ideas to continue success in programming with youth overall.



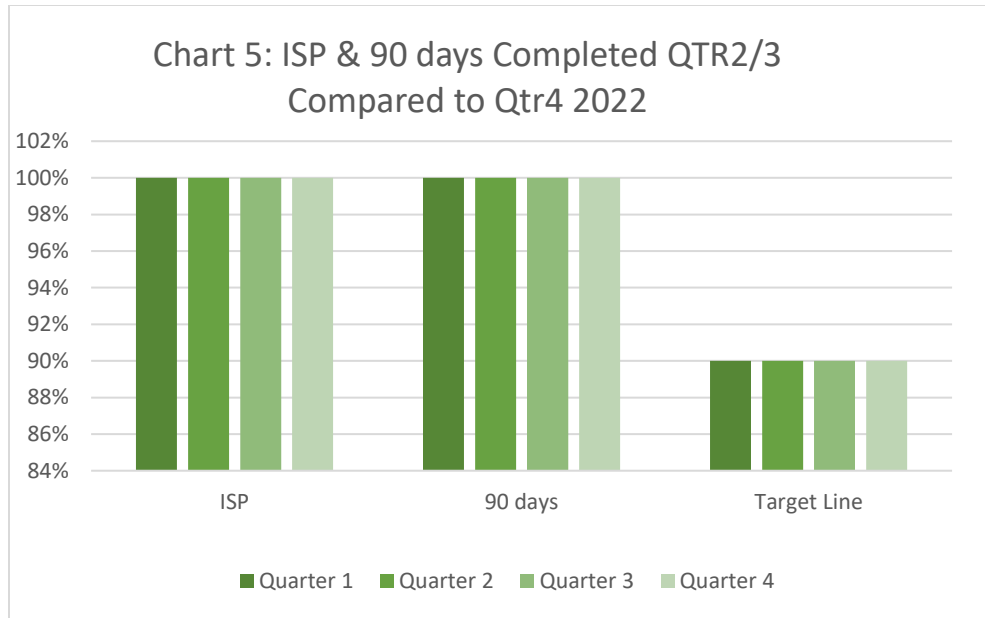
Staff have been trained on the trauma informed care approach and the model utilized by Quality Care at a rate of 100% this fourth quarter which also meets the benchmark (Chart 3).



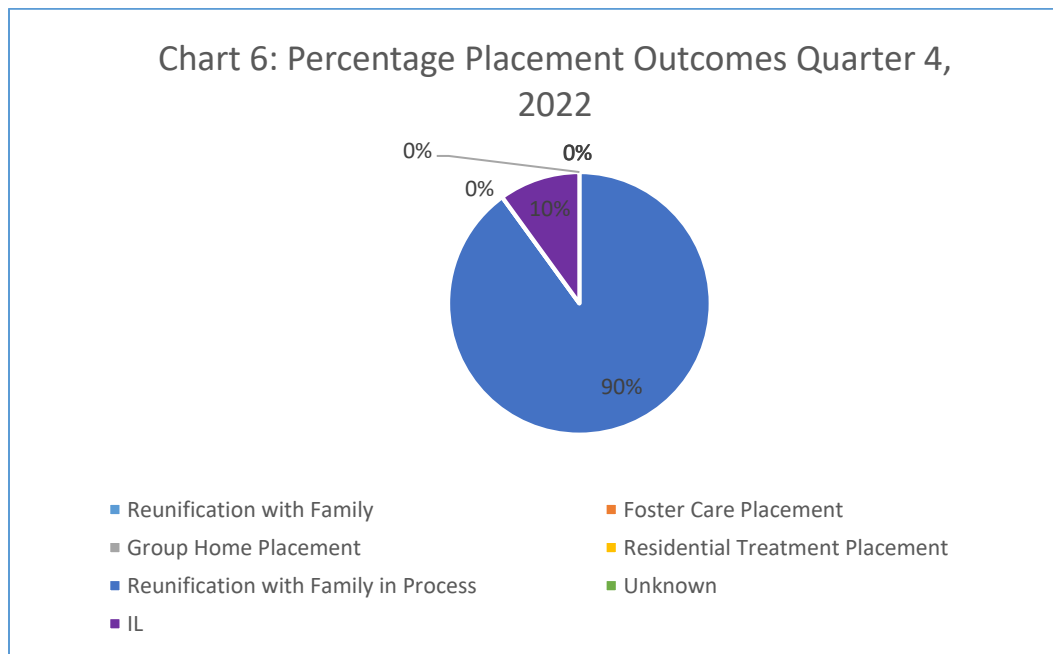
Staff restraints were down significantly from years past typically there would be around 2-3 per year this past report indicates that there were zero restraints utilized during the 2022 2<sup>nd</sup> quarter and 3rd quarters to date in 2022 (Chart 4). There has been more trauma informed care training 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 4th Quarter (Chart 5). 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 90% 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 2022 (Chart 6). Additionally, 10% of clients went into Independent Living (IL). The target was to be at 80% for step down or reunification in process we were at 90% this 4th quarter.



Overall Quality assurance of children records were at 100% compliance as displayed on Chart 7. Continued weekly and monthly quality assurance of records assists in maintaining the highest level of standard of care, tracking all service needs are met.

