

# **Quality Care Residential Homes**

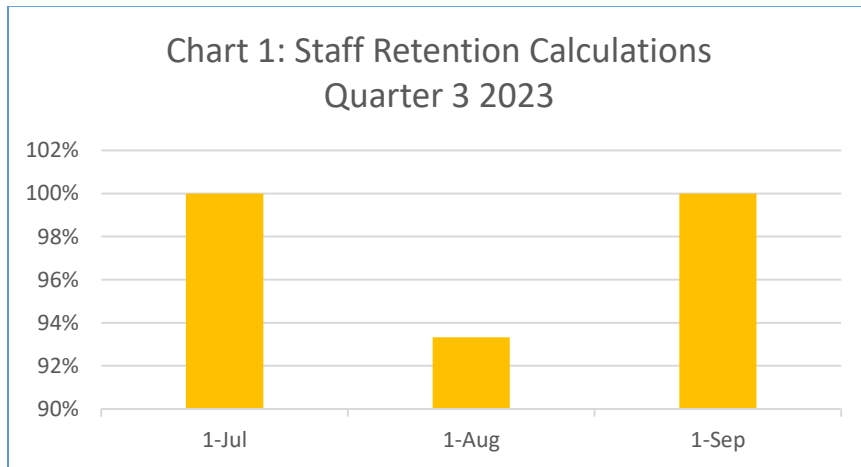
## **Quarterly Performance Quality Improvement Report Fall Q3 2023**

## INTRODUCTION

This is the Eleventh 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 2023 third quarter results of group home programming. During this period the organization was directly impacted by major employment challenges and the current economy as reflected in the report. 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

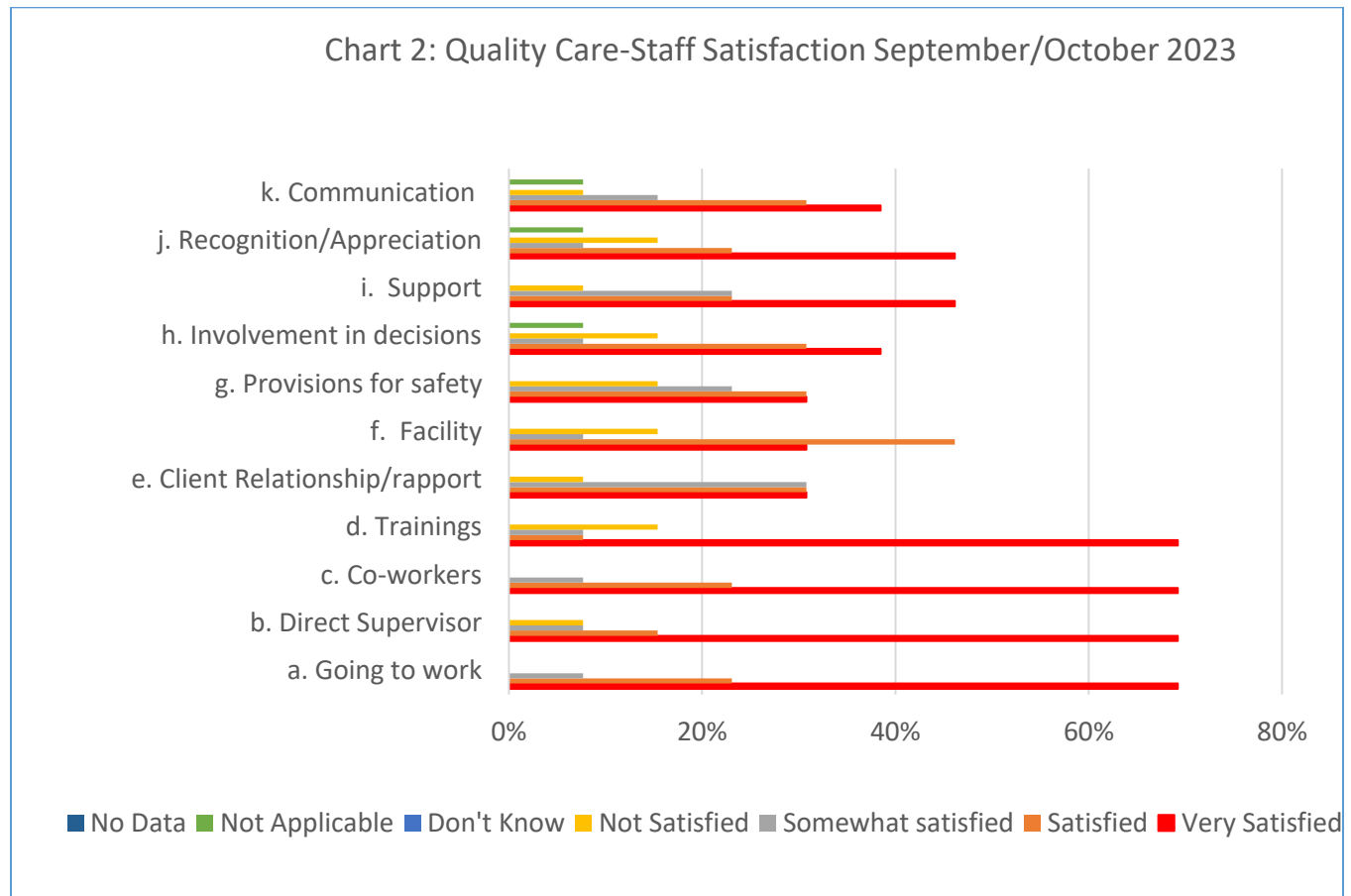
Our agency measures outputs on a quarterly basis as the organization is primarily funded on a fee-for-service formula. As identified on the graphs Quality Care has met targets.



The retention of staff calculations (Chart 1) demonstrates between the periods of July-September 2023 quarter to date there has been major instability of staff retention in the third quarter of 2023. During the third quarter more staffing was needed however we were unable to gain more staff instead replacing staff. The current unemployment rates and lack of candidates meeting qualifications continues to be a challenge in the current climate.

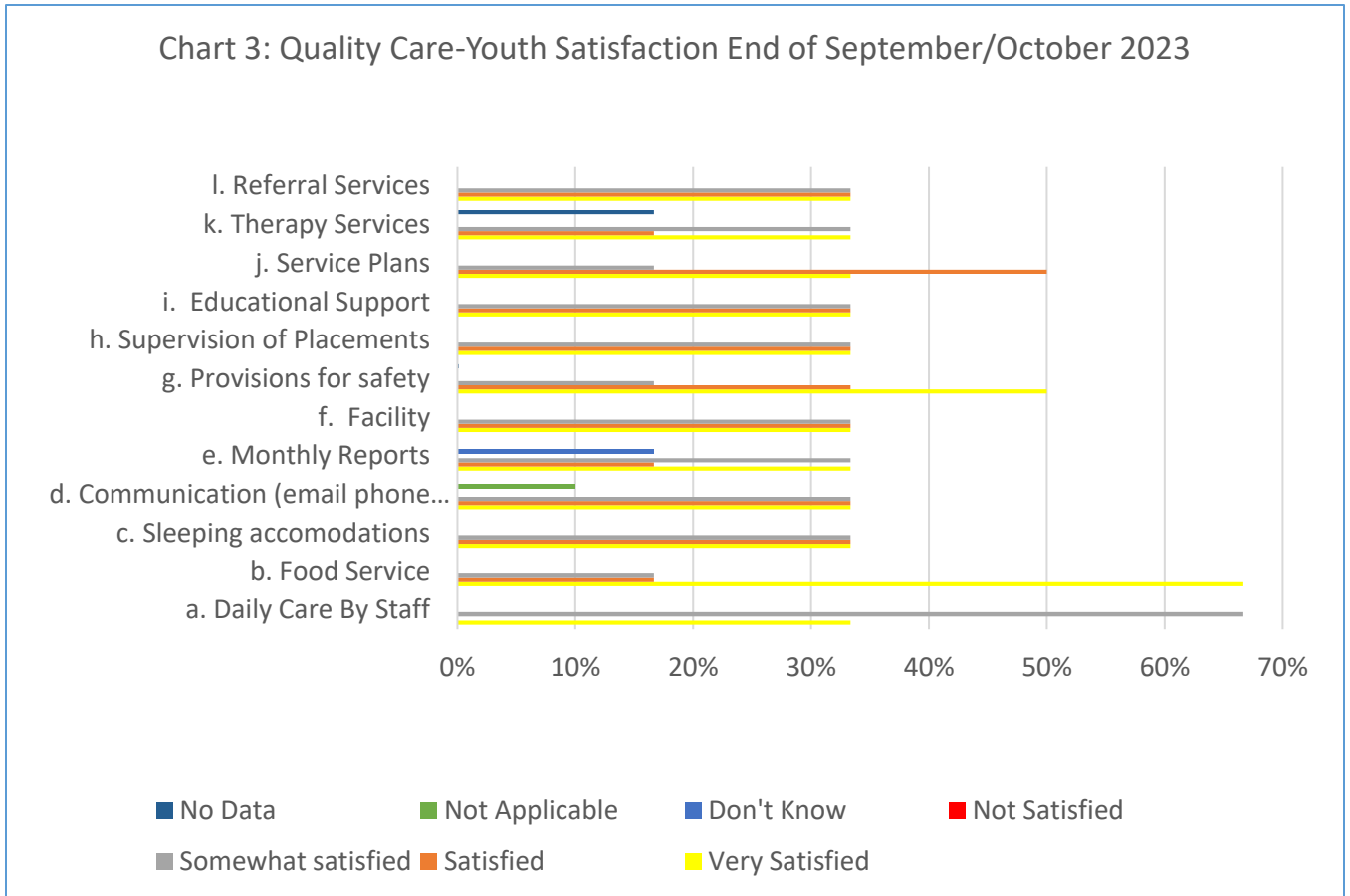
A staff satisfaction survey was distributed to staff for the 2023 quarter 3 analysis of the 3<sup>rd</sup> quarter report. Staff satisfaction surveys are done 1-2 times per year. Quality Care is looking to gauge 65-75% satisfaction. The chart reflects staff satisfaction this period. Satisfaction benchmarks were exceeded for the period in all areas and when combining satisfied and very satisfied areas. Most staff overall are satisfied with working for the

agency, with youth, supervisors and coworkers. Quality Care does plan to get more qualitative data through a staff forum on areas to help improve satisfaction even more. There was only one staff that provided qualitative information on satisfaction.

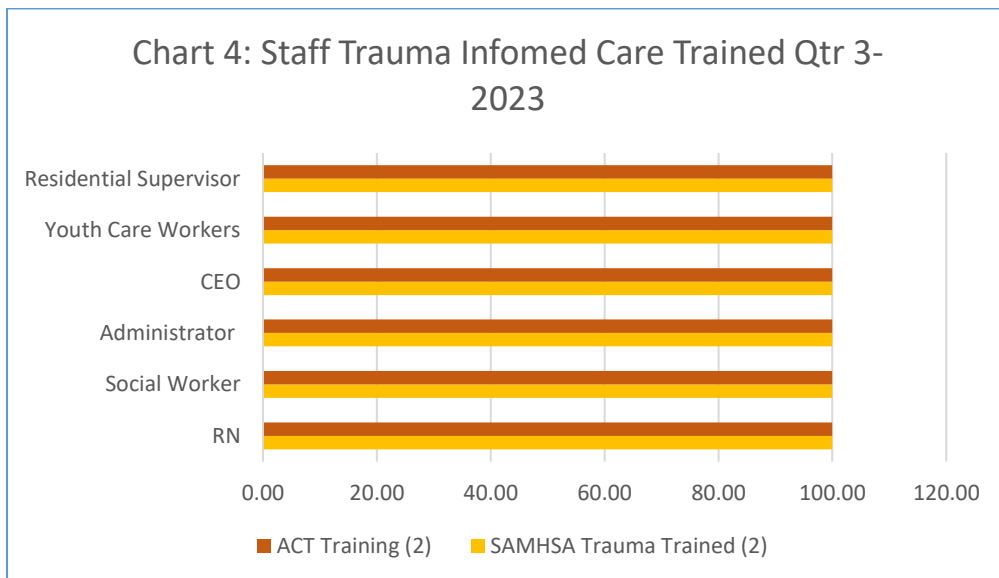


A client satisfaction survey was distributed to youth at the end of September 2023 to engage dialogue on youth’s level of satisfaction with programming overall (Chart 3). When analyzing the data in the last quarter the satisfaction survey was completed it was determined that the majority of youth are 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. There was a slight increase from the prior year’s satisfaction survey in some areas. The areas that had the highest satisfaction were service plans, safety, food services provided to youth. Youth overall had satisfaction with therapy, 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

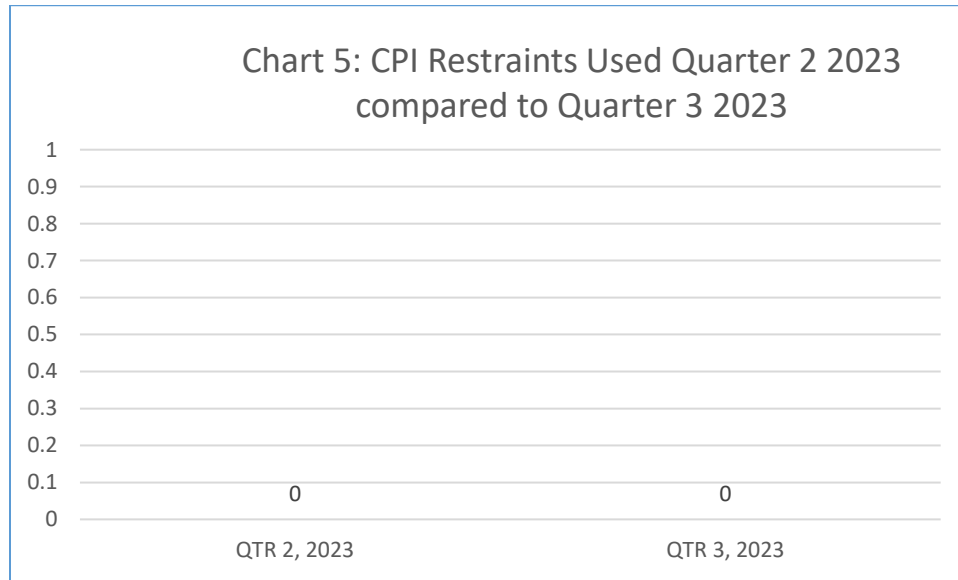
youth satisfaction of services. Quality Care will continue to explore new ideas to continue success in programming with youth overall.



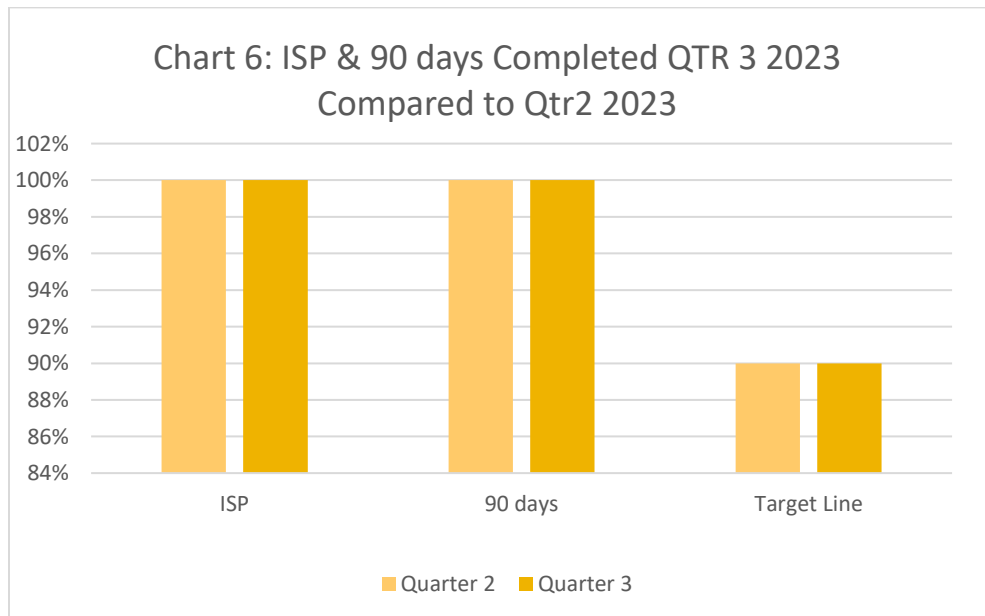
Staff have been trained on the trauma informed care approach and the model utilized by Quality Care at a rate of 100% this third quarter which also meets the benchmark (Chart 4).



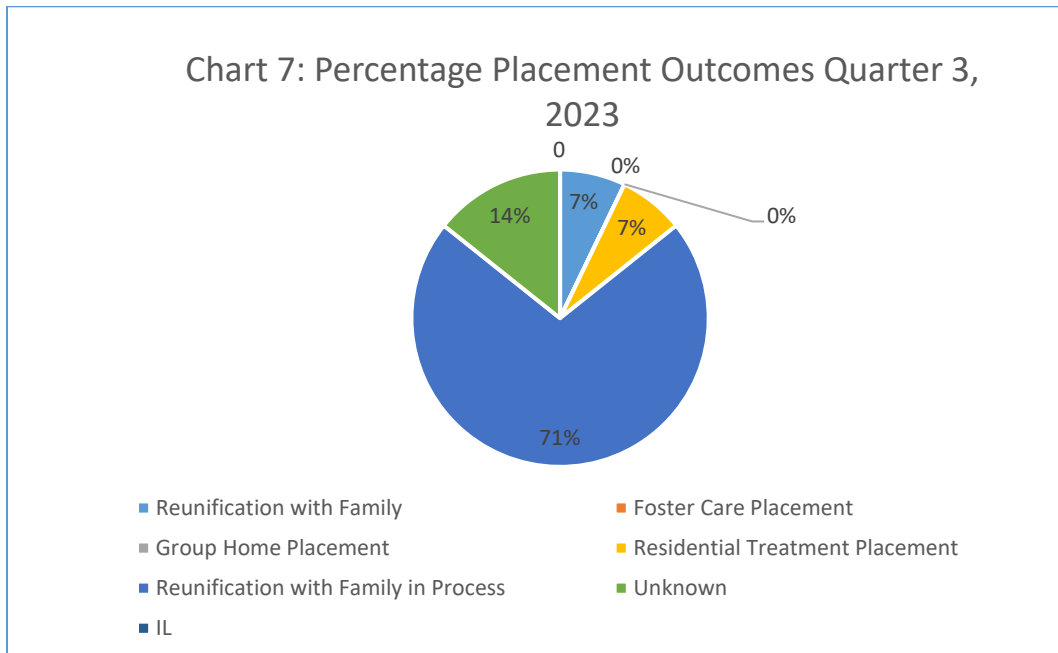
Staff restraints were down significantly from years past typically there would be around 2-3 per year this past report indicates that there were zero restraints utilized during the 2023 2nd quarter and 3<sup>rd</sup> quarters to date in 2023 (Chart 5). There has been more trauma informed care training 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 3rd Quarter (Chart 6). 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 71% rate of reunification in process this means visitations or contact is occurring with plans to reunify with family or step down in the past 3rd quarter of 2023 (Chart 7). Additionally, 7% of clients have already reunified with family. The target was to be at 80% for step down or reunification in process we were at 78% this 3rd quarter. Did have a small percentage step up in care this period reflected in the chart as well.



Overall Quality assurance of children records were at 100% compliance as displayed on Chart 8. Continued weekly and monthly quality assurance of records assists in maintaining the highest level of standard of care, tracking all service needs are met.

