

Quality Care Residential Homes

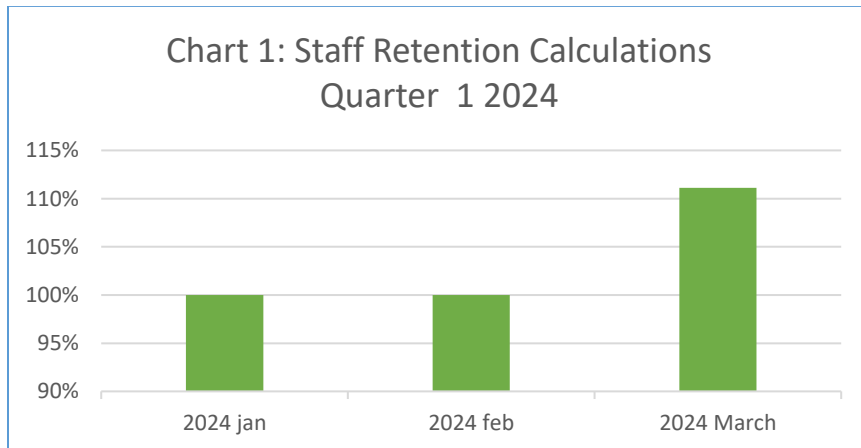
Quarterly Performance Quality Improvement Report Spring Q1 2024

INTRODUCTION

This is the Thirteenth 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 2024 first 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.

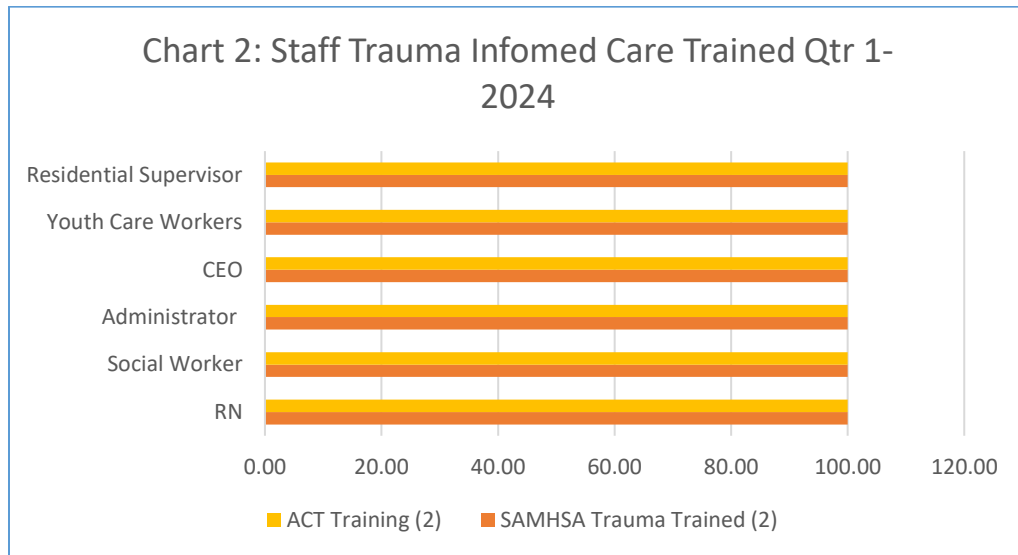


The retention of staff calculations (Chart 1) demonstrates between the periods of January-March 2024 quarter to date there has been improvement of staff retention in the first quarter of 2024 in comparison to the last quarter of 2023. During the fourth and first quarter more staffing was needed, and the company was able to gain more staff however there is still a short fall on staffing and more staff are needed with increase in behaviors of youth. The current unemployment rates and lack of candidates meeting qualifications continues to be a challenge in the current climate.

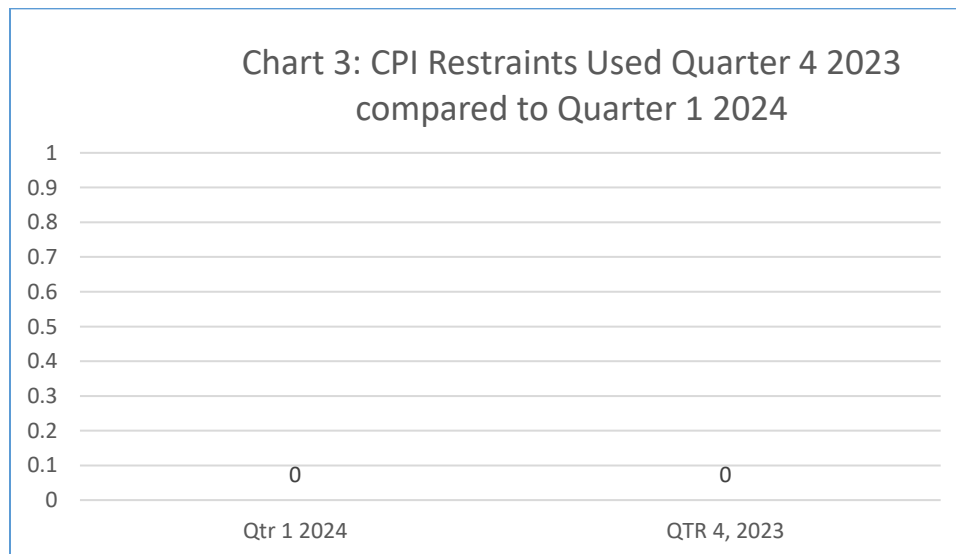
A staff satisfaction survey was not distributed in this period and are typically done annually during the third quarter of the year.

A client satisfaction survey is distributed to youth at the end of the third quarter to engage dialogue on youth’s level of satisfaction with programming. No satisfaction data was collected for the first quarter of 2024.

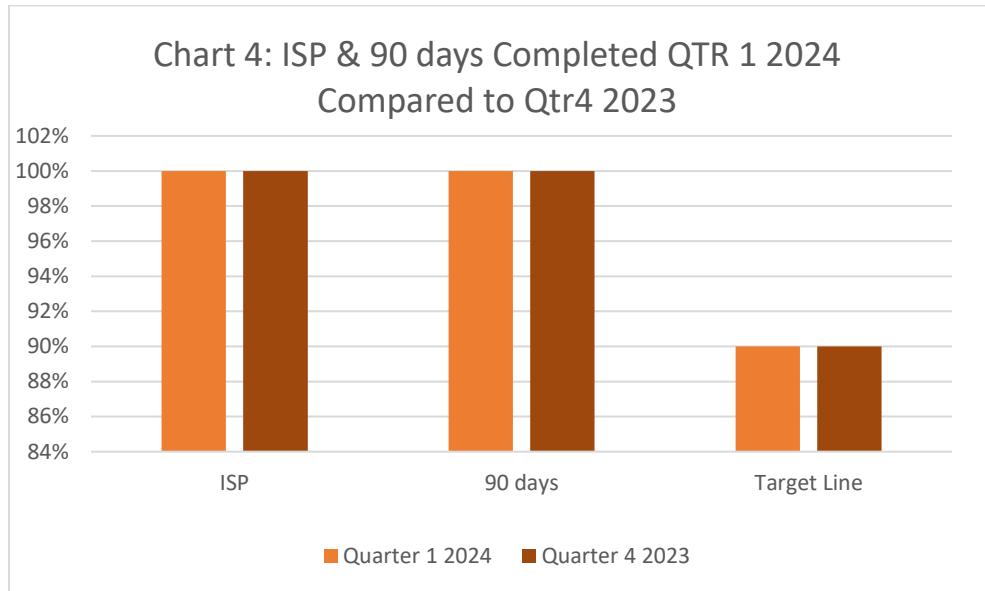
Staff have been trained in the trauma informed care approach and the model utilized by Quality Care at a rate of 100% this first quarter, which also meets the benchmark (Chart 2).



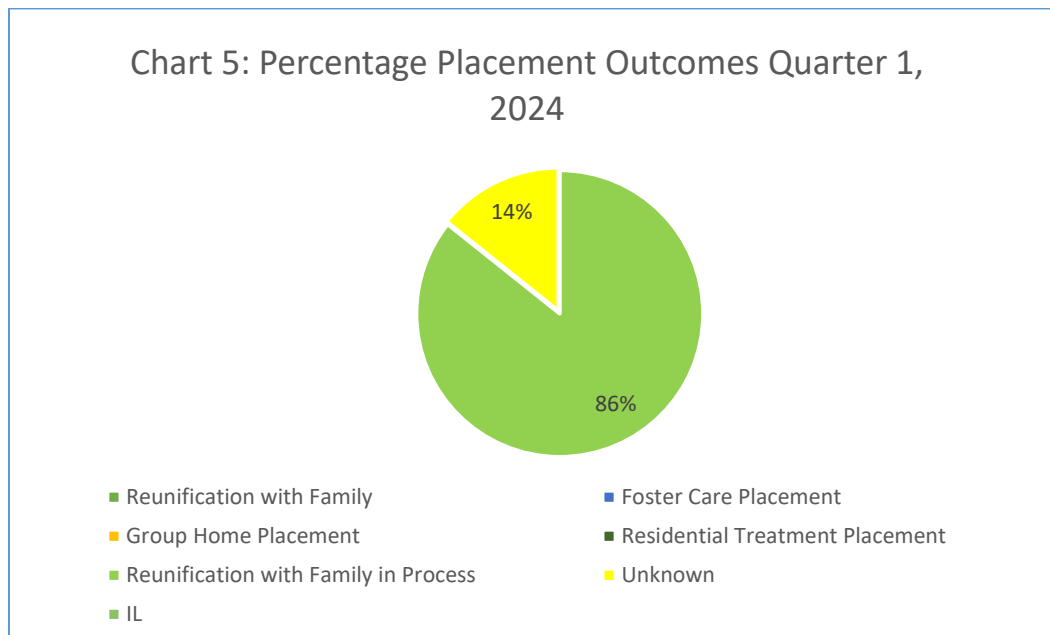
Staff restraints were down significantly from years past, typically there would be around 2-3 per year. This past report indicates that there were zero restraints utilized during the 2023 4th quarter and 1st quarters to date in 2024 (Chart 3). There has been more trauma informed care training which staff 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 1st Quarter (Chart 4). Quality Care continues to be on track with timely completion of ISPs and 90-day reviews for youth in programming.



Quality Care had an 86% rate of reunification in process this means visitations or contact is occurring with plans to reunify with family or step down in the past 1st quarter of 2024 (Chart 5). Additionally, 14% of clients have visitations with family in process during this period however it was still unknown as to the next placement option for these youth at the time of this reporting period.



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

