

# **Quality Care Residential Homes**

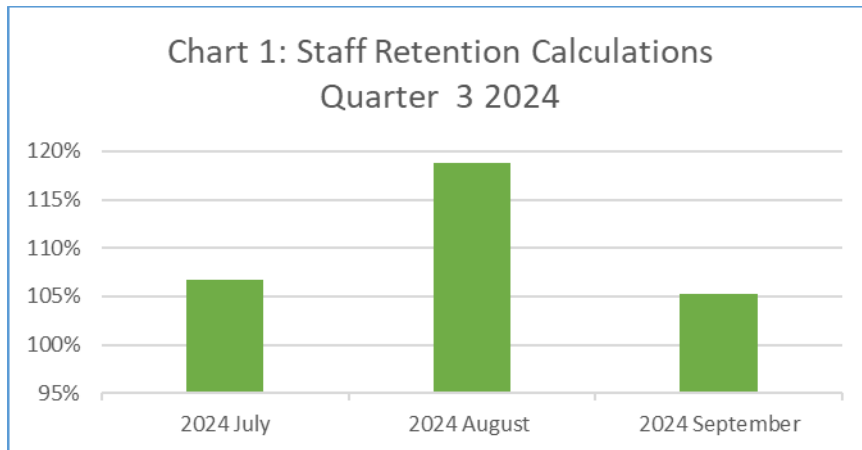
## **Quarterly Performance Quality Improvement Report Fall Q3 2024**

## INTRODUCTION

This is the Fifteenth 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 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.

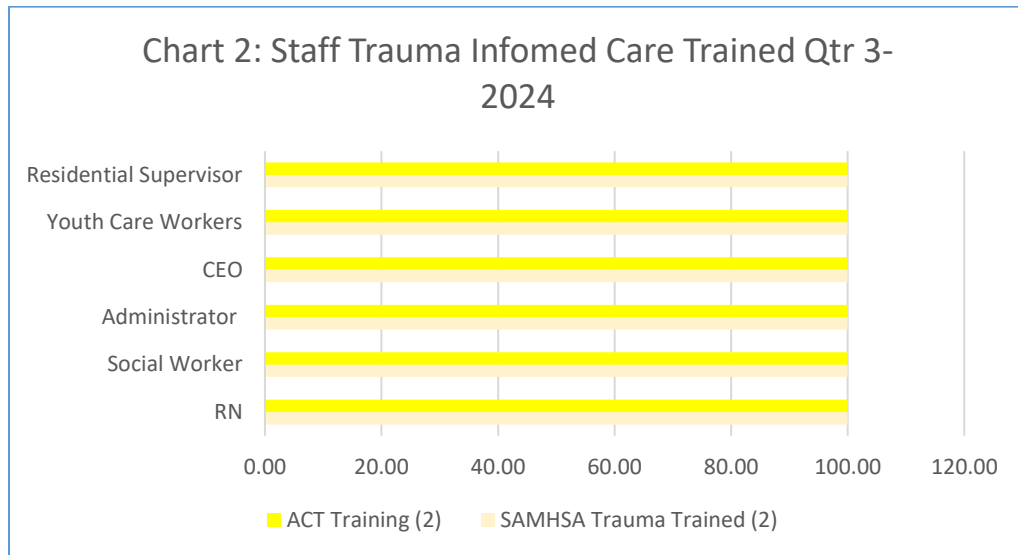


The retention of staff calculations (Chart 1) demonstrates that between the periods of July-September 2024 quarter to date there has been a slight increase in retention of staff compared to the prior quarter of 2024. Although we have had some improvement in retaining employees, the current unemployment rates and lack of candidates meeting qualifications continues to be a challenge in the current climate. Recruiting continues weekly.

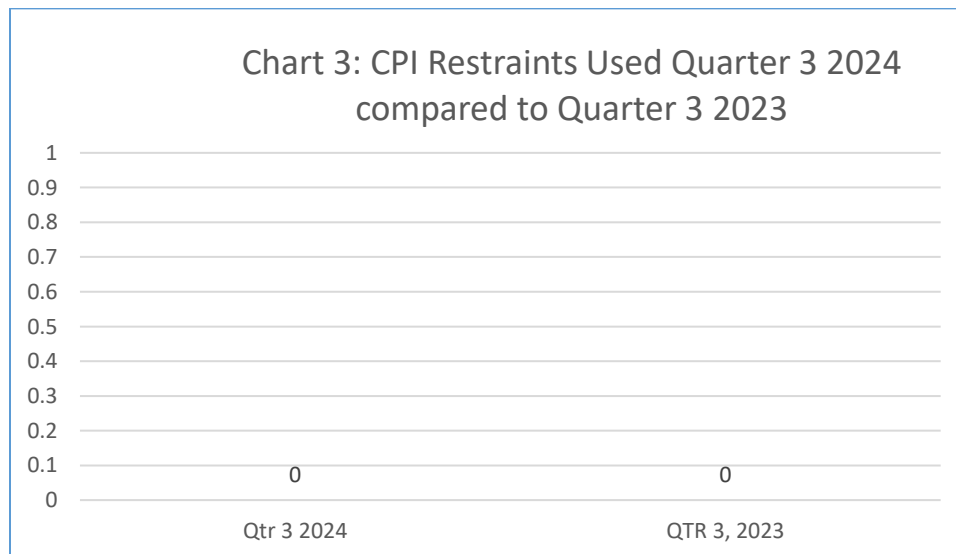
A staff satisfaction survey was not distributed in this period and is typically done annually during the third quarter of the year, this year Quality Care Residential Homes will assess satisfaction in the fourth quarter.

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. This year satisfaction data will be collected for the fourth quarter of 2024.

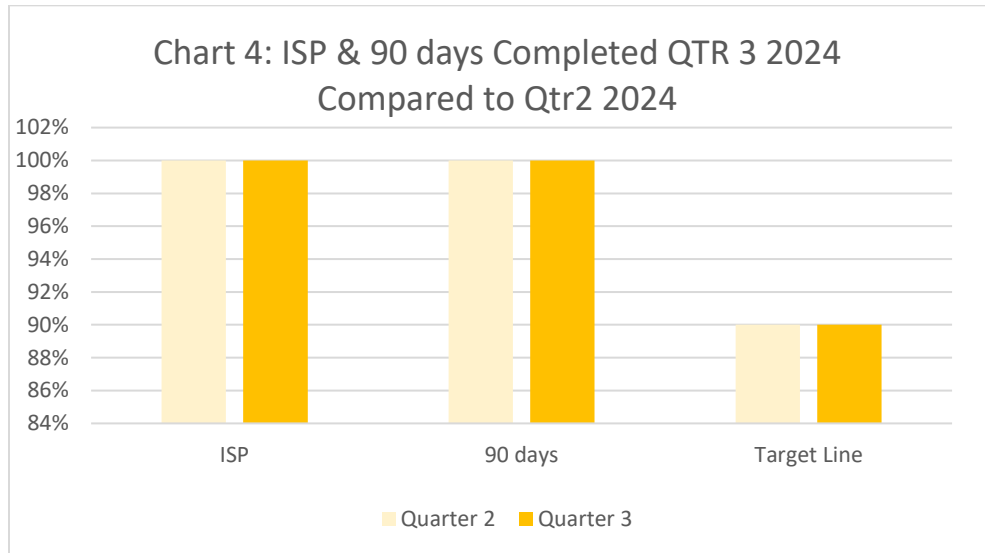
Staff have been trained in the trauma informed care approach and the model utilized by Quality Care at a rate of 100% this third quarter, which also meets the benchmark (Chart 2).



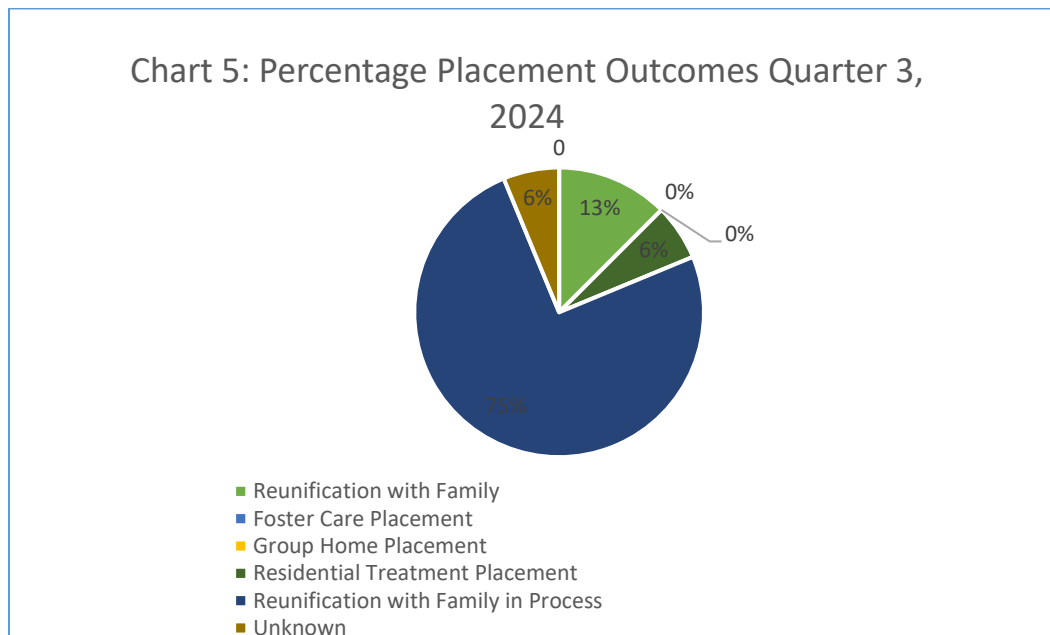
Staff restraints were down significantly from years past, typically there would be around 2-3 per year. This past report indicates that there were zero restraints utilized during the 2023 3rd quarter and 3rd quarter to date in 2024 (Chart 3). There has been more trauma informed care training which staff 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 3rd 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 a 75% 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 2024 (Chart 5). Additionally, 13% of clients had visits with family 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.

