

# **Quality Care Residential Homes**

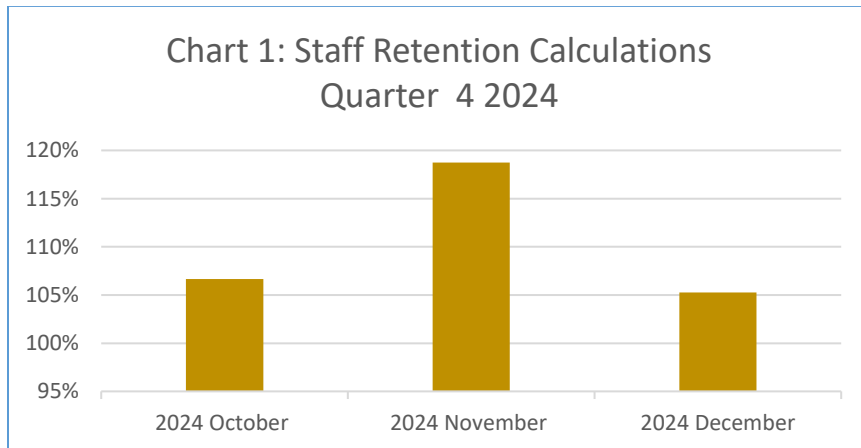
## **Quarterly Performance Quality Improvement Report Winter Q4 2024**

## INTRODUCTION

This is the Sixteenth 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 fourth 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

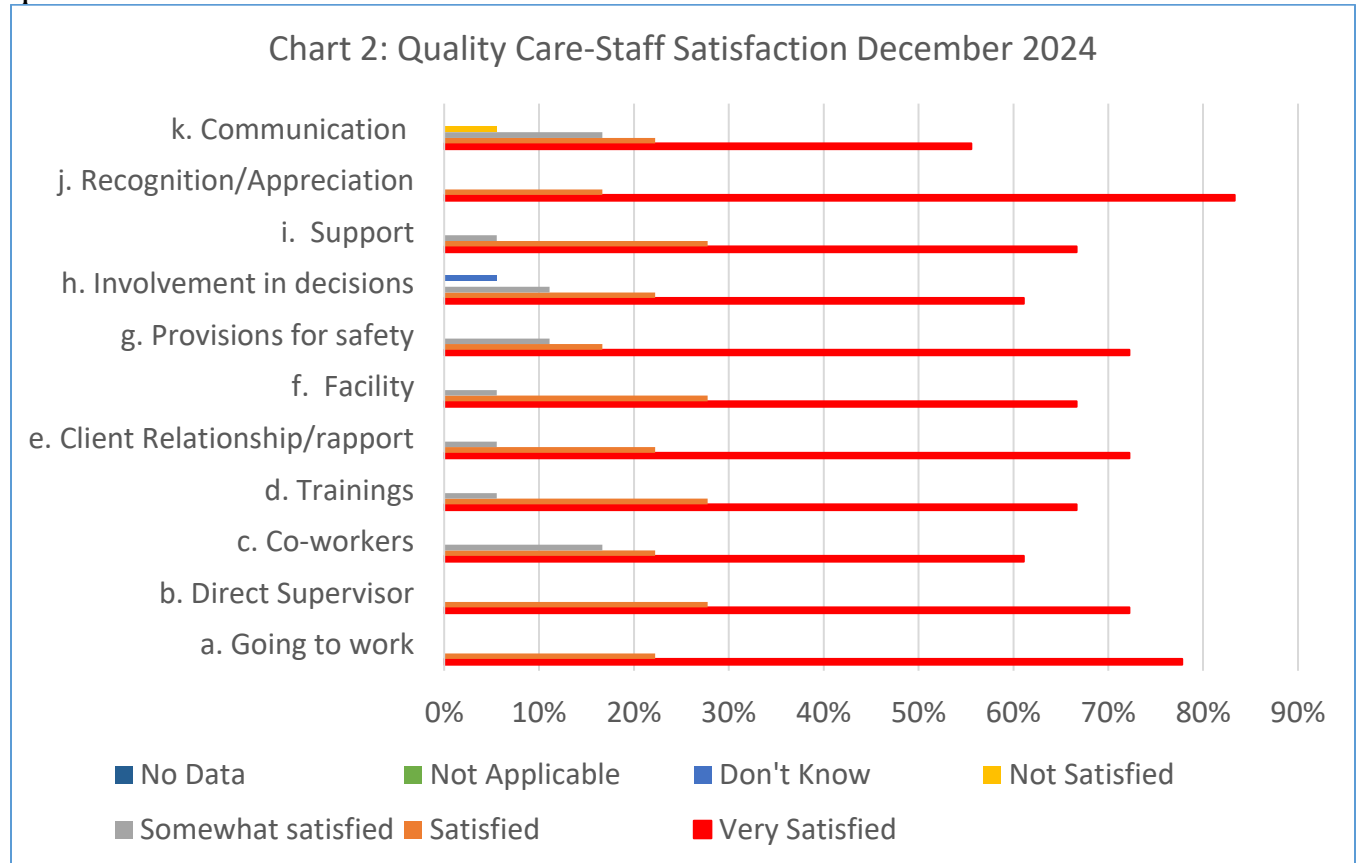
Our agency measures output on a quarterly basis as the organization is primarily funded on a fee-for-service formula. As identified on the graphs Quality Care has met targets.



The retention of staff calculations (Chart 1) demonstrates that between the periods of October-December 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.

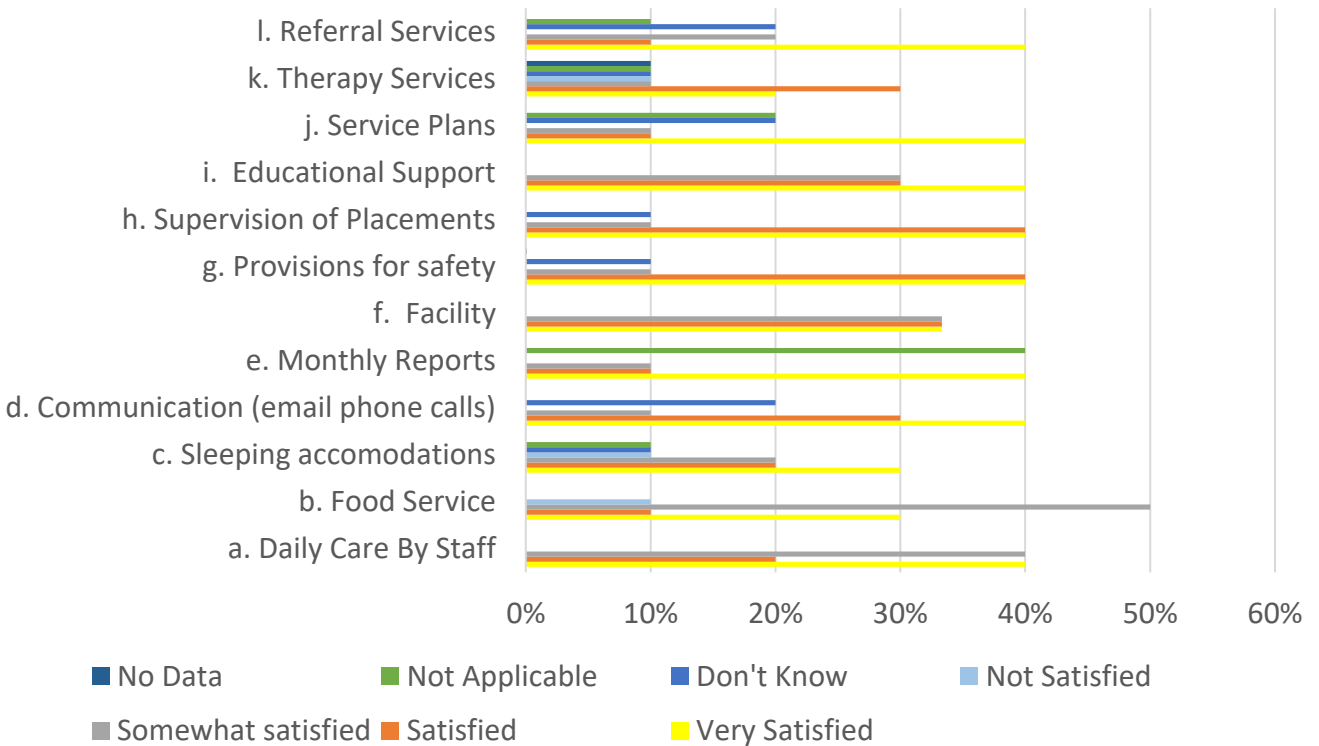
A staff satisfaction survey was distributed in this period and is typically done annually during the third or fourth quarter of the year, this year Quality Care Residential Homes will assess satisfaction in the fourth quarter. Staff satisfaction surveys are done 1-2 times per year. Quality Care is looking to gauge 65-75% satisfaction. The chart reflects staff satisfaction during this period (Chart 2). 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 member of staff that provided qualitative information on satisfaction.



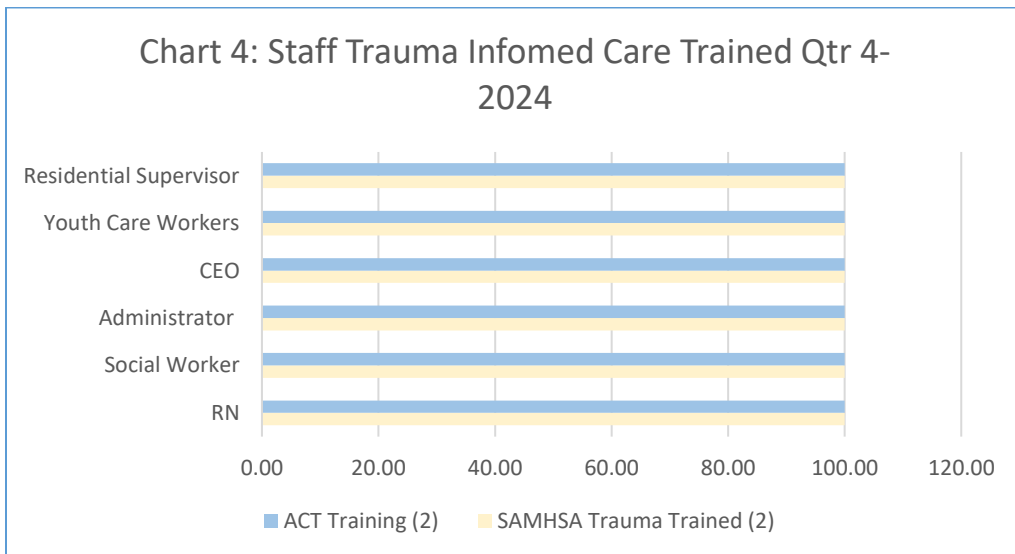
A client satisfaction survey was distributed to youth at the end of October 2024 to engage dialogue on youth’s level of satisfaction with programming overall (Chart 3). When analyzing the data in the last quarter the satisfaction survey was completed it was determined that the youth are satisfied overall 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 change from the prior year’s satisfaction survey in some areas. The areas that had the highest satisfaction were supervision, safety, communication and educational services provided to youth. Youth overall had satisfaction with 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.

Chart 3: Quality Care-Youth Satisfaction End of October 2024



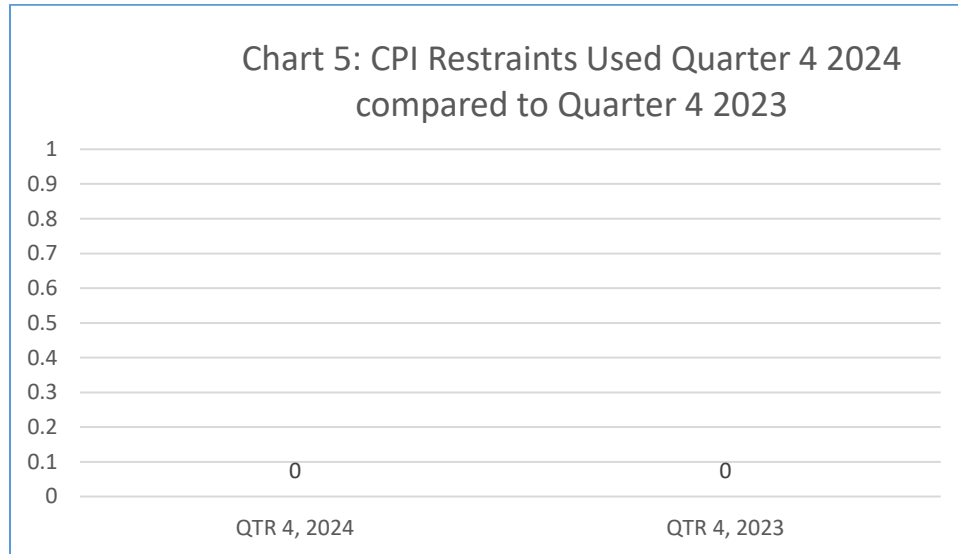
Staff have been trained in the trauma informed care approach and the model utilized by Quality Care at a rate of 100% this third quarter, which also meets the benchmark (Chart 4).

Chart 4: Staff Trauma Informed Care Trained Qtr 4-2024

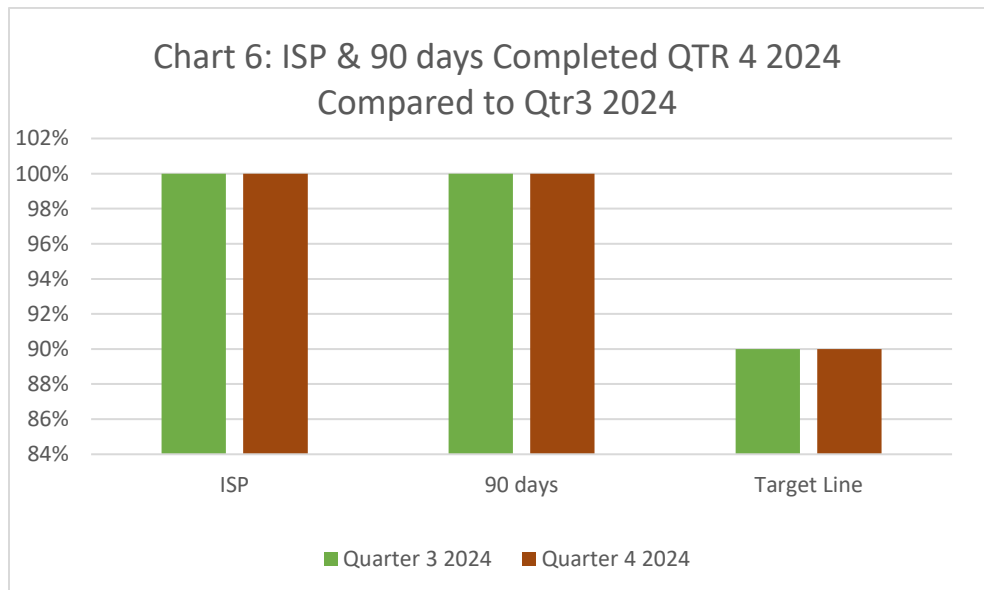


Staff restraints were down significantly from years past, typically there would be around 3-4 per year. This past report indicates that there were zero restraints utilized during the 2023 4th quarter and 4th quarter to date in 2024 (Chart 5). There has been more trauma

informed care training which staff attributes to the decrease, additionally use of more verbalization and talk down techniques along with redirecting behaviors.

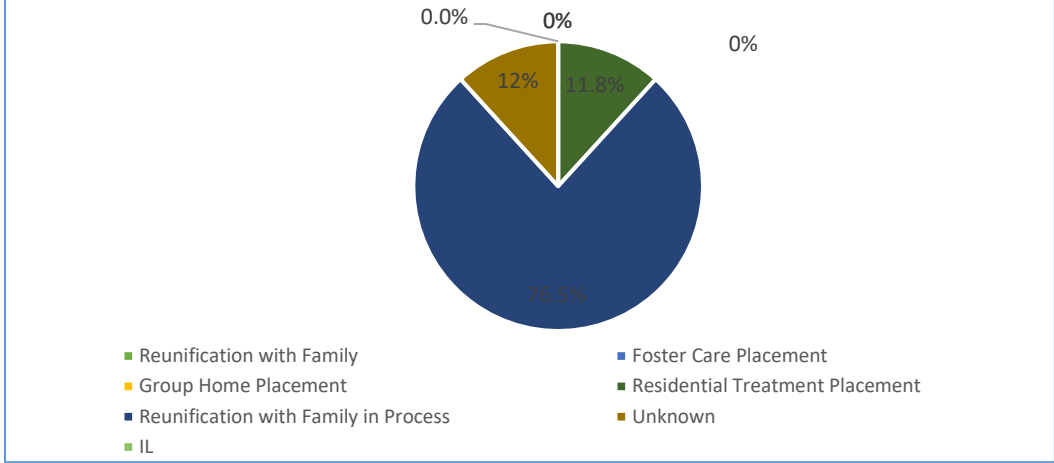


Quality Care had a 100% rate of ISPs and 90 days completed during the 4th Quarter (Chart 6). Quality Care continues to be on track with timely completion of ISPs and 90-day reviews for youth in programming.



Quality Care had a 76% rate of reunification in process this means visitations or contact is occurring with plans to reunify with family or step down in the past 4th quarter of 2024 (Chart 7). However, it was still unknown as to the next placement option for these youth at the time of this reporting period.

Chart 7: Percentage Placement Outcomes Quarter 4, 2024



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

Chart 8: Children Records QTR 4 2024

