

PERFORMANCE AND QUALITY IMPROVEMENT

Quarterly Report



January 2018

INTRODUCTION

Welcome to MHCO's PQI Quarterly Report! This report is for all stakeholders including residents, personnel, community members, board members, donors, and any individual interested in the great work that we do. PQI – Performance and Quality Improvement – is an integral part of MHCO. We are open and willing for new opportunities to grow. We hope this report demonstrates our commitment to the residents we serve, our transparency for when things don't go as well as planned, and desire to receive feedback from others. If you have ideas on how this document can be improved, please let us know!

We seek to learn from our experiences and grow. As you read through this report, when you see progress that is not up to our expectations, there will always be a plan for how to address the challenge. Being able to take ownership of our shortcomings and work to improve them is an underlying philosophy of our organization.

Our outputs are simple numeric measurements of productivity. The outputs do not necessarily mean that the residents are achieving desired outcomes, but do mean that personnel provided a certain number of services to a certain number of people. You will notice that we use a simple icon system for our outputs:

A yellow sticky note means that still have work to do to meet reach the target.



A green arrow hitting the bullseye means we are at target or above.



Resident outcomes show sustainable change that demonstrates the interventions provided by MHCO work. Outcomes are measured over time. We are currently developing methods of tracking outcomes to identify any trends and determine ways to improve. Over the course of residency, it is our intention to increase life skills appropriate to each resident's development.

Additionally, resident records are reviewed quarterly to ensure that the records contain all required information to provide service. The record review is an opportunity to assess the quality of service delivery and ensure that confidential information remains confidential. The target for MHCO is 80% compliance for Direct Care and the Independent Living Program. Resident satisfaction is another very important to MHCO mission achievement and methods are being developed to determine satisfaction outcomes.

OUTPUTS

Goal 1

Develop and implement a community outreach element as part of the overall program of care that will promote social responsibility.



On Target

MHCO provides space and resources for organizations such as Girl Scouts, Boy Scouts, Zumba, Karate, and Masonic Lodges. An Oxford Rotary Open House took place at the Administrator's House in November. The Rotary Club Food Pack-A-Thon took place in November with 4 staff and 10 residents involved. Eller Cottage took part in a Coat Drive for ACTS of Henderson with 52 coats collected and donated.

Target

We reached our target of 2 annual organization wide community service projects, monthly participation by at least 3 employees, and providing space and resources to 3 groups monthly.

On Target

Cottages complete monthly fire drills during waking and sleeping hours. A lockdown drill took place in December with the average time to completion for nonresidential buildings was 4 minutes 44 seconds and for residential buildings was 4 minutes 52 seconds.

Goal 2

Maintain emergency notification, evacuation, and lockdown system to increase safety, security, and awareness.

Target

We reached our target of conducting 2 annual campus wide lockdown drills, 90% of personnel and residents receiving Code Red notifications within 3 minutes of launch, and activation of the emergency plan within 1 minute 40 seconds.



Goal 3

Improve in service and professional development of personnel.



On Target

Training in Bloodborne Pathogens, Receiving Gifts and Donations, Crisis Prevention, and Reporting Child Abuse occurred in the fourth quarter for all staff. Additional hours of training were provided for Direct Care personnel in Effective Communication and Essential Life Skills for Children.

Target

We reached our target of 1 monthly training from September to May.

Work in Progress

The average time to correct issues was 0.2 days (compared to 0.2 days in the first quarter, 0.0 days in the second quarter, and 0.3 days in the third quarter 2017), reaching our target of ticket response time of less than 1 day. There was an average of 7 tickets submitted monthly (compared to 21 tickets submitted monthly in the first quarter, 12 in the second quarter, and 13 in the third quarter 2017). Three staff members participated in training to address needs file management and Windows.

Goal 4

Reduce the number of Information Technology service calls and time of corrective action to reduce downtime.



Target

We did not reach our target of 10 or fewer computer tickets submitted monthly. However, we did reach our goal downtime for users of 2 days or less.

Goal 5

Increase census (Direct Care and Independent Living Program) to meet licensed residential capacity.

Work in Progress

The average number of residents in both Direct Care and Independent Living Program was 55 (compared to 62 in the first quarter, 58 in the second quarter, and 60 in the third quarter 2017). One CCW couple was hired to meet future census needs. In the fourth quarter 2017, all cottages were opened and staffed to accommodate new residents.



Target

We did not reach our target of an average of 64 residents in care with 85% of graduating Direct Care residents admitted to the Independent Living Program.

DIRECT CARE

Goal 6

Increase census (Direct Care) to meet licensed residential capacity.

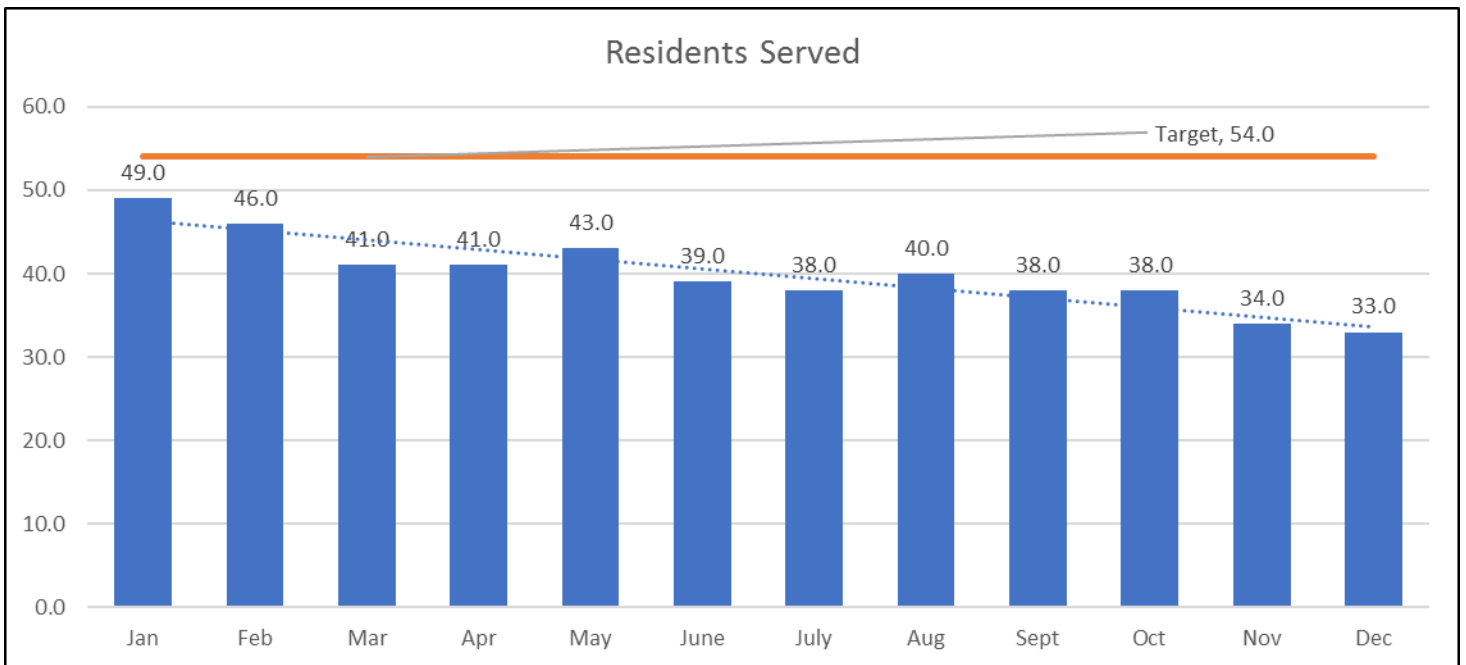


Work in Progress

The average number of residents in Direct Care was 35 (compared to 45 in the first quarter, 41 in the second quarter, and 38 in the third quarter 2017). One CCW couple was hired to meet future census needs. In the fourth quarter 2017, all cottages were opened and staffed to accommodate new residents.

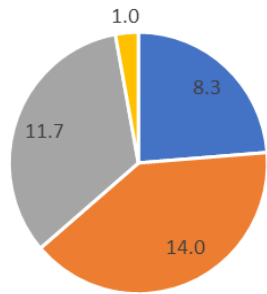
Target

We did not reach our target of an average of 54 residents in Direct Care.



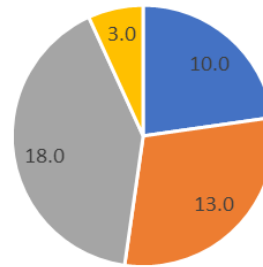
<i>Direct Care</i>	Oct	Nov	Dec	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Q4 2016
Residents Served (total)	38.0	34.0	33.0	49.0 (avg)	41.0 (avg)	38.7 (avg)	35.0 (avg)	41.7 (avg)
Admissions (total)	1.0	0.0	0.0	8.0	4.0	10.0	1.0	10.0
Discharges (total)	1.0	4.0	0.0	11.0	6.0	10.0	5.0	4.0
Applications Received (total)	1.0	3.0	3.0	5.0	8.0	17.0	7.0	14.0
Applications Sent (total)	2.0	3.0	1.0	9.0	6.0	16.0	6.0	nd
Number of Placement Calls (total)	5.0	17.0	9.0	nd	nd	10.3 (avg)	31.0	nd
Length of stay (avg)	961.1	990.1	1092.1	971.7	1056.7	922.2	1014.4	1038.0
Deferrals (total)	1.0	3.0	3.0	1.0	0.0	3.0	7.0	0.0

Quarter 4 2017
Direct Care Age Distribution



■ 0-5 ■ 6-12 ■ 13-17 ■ 18+

Quarter 4 2016
Direct Care Age Distribution



■ 0-5 ■ 6-12 ■ 13-17 ■ 18+

<i>Ethnicity and Gender</i>	Oct	Nov	Dec	Q1 2017 (%)	Q2 2017 (%)	Q3 2017 (%)	Q4 2017 (%)	Q4 2016 (%)	Deferred	Discharged
African-American (total)	18.0	15.0	13.0	28.6%	38.3%	43.7%	43.7%	36.4%	6.0	5.0
Caucasian (total)	15.0	15.0	15.0	39.4%	42.2%	42.2%	42.9%	43.2%	1.0	1.0
Hispanic (total)	0.0	0.0	0.0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0	0.0
Multi-Racial (total)	5.0	5.0	5.0	26.5%	19.5%	19.5%	14.3%	20.5%	0.0	0.0
Male (total)	22.0	19.0	19.0	55.1%	56.1%	56.1%	57.1%	59.1%	4.0	2.0
Female (total)	16.0	15.0	14.0	40.8%	46.3%	46.3%	42.9%	40.9%	3.0	4.0

<i>Custody</i>	Oct	Nov	Dec	Q1 2017 (%)	Q2 2017 (%)	Q3 2017 (%)	Q4 2017 (%)	Q4 2016 (%)
Parents	33.0	29.0	28.0	77.6%	82.2%	86.8%	85.7%	90.9%
Self	0.0	1.0	1.0	10.8%	8.0%	0.0%	1.7%	6.8%
DSS	5.0	4.0	4.0	4.1%	9.8%	13.2%	12.3%	2.3%

Work in Progress

Direct Care residents ages 10-15 years old participated in the RJ Reynolds' "Right Choices, Right Decisions" education in the fourth quarter 2017. Two additional resident workshops on "Gratitude and Being Thankful" and "Giving Back" were conducted.

Goal 7

Conduct survey of resident needs and provide training addressing these needs by improving the ongoing education plan for residents.



Target

We reached our target of 8 resident workshops conducted in 2017 to include cultural awareness training.

Goal 8

Identify residents struggling academically and take steps to remediate and be promoted to the next grade level.



On Target

Currently, all eligible residents (7 total) participate in GEMS. 100% of residents eligible for Academic Support are scheduled. Individual educational needs are monitored daily and adjusted as needed.

Target

We reached our target of 95% of residents promoted to the next grade level (actual 97% promoted). We reached our target of 90% maintaining 70% cumulative GPA or better, 100% GEMS participation by eligible residents, and 100% Academic Support attendance.

<i>Report Cards</i>	2nd 9 weeks 2016-17	3rd 9 weeks 2016-17	4th 9 weeks 2016-17	1st 9 weeks 2017-18
Honor Roll (% of residents in school)	22.3%	19.7%	27.1%	33.3%
Honorable Mention (% of residents in school)	19.9%	34.5%	27.1%	24.2%
GPA Increase 5+ Points (% of residents in school)	9.9%	19.7%	19.7%	21.2%
Maintained 90+ GPA (% of residents in school)	7.4%	2.5%	0.0%	0.0%
DC Campus GPA (avg)	79.0	79.5	81.0	81.3

Work in Progress

High school seniors met with the Education Coordinator to complete FAFSA forms for post-secondary education in the fourth quarter 2017.

Goal 9

Inform and prepare residents in making appropriate decisions regarding post-secondary education and independent living plans.

Target

We reached our targets of graduating residents considering post-secondary education following graduation providing written plans 5 months prior to graduation and formal requests for consideration to transfer to the Independent Living Program 7 months prior to graduation.



Goal 10

Employees accurately record medication administered to residents.

**Work in Progress**

The Campus Nurse has conducted spot checks of medications and administration records. A new Over the Counter Medication Form was implemented for DC residents.

Target

We did not reach our target of 100% of Child Care Workers recording administration accurately. Medications were administered as prescribed.

<i>Direct Care</i>	Oct	Nov	Dec	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Q4 2016
Medical Illnesses (total illnesses)	12.0	12.0	10.0	16.0 (avg)	25.0 (avg)	38.0 (avg)	11.3 (avg)	22.7 (avg)
Medical Appointments (total appointments)	39.0	38.0	29.0	28.6 (avg)	25.3 (avg)	27.7 (avg)	35.3 (avg)	42.3 (avg)
Medication Administration Record Controlled (% signed off daily)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Medication Administration Record Non-Controlled (% signed off daily)	100.0%	100.0%	100.0%	96.7%	100.0%	94.5%	100.0%	100.0%

<i>Direct Care Other Activities</i>	Oct	Nov	Dec	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Q4 2016
CFT Meetings (total meetings)	3.0	5.0	3.0	5.0	8.0	5.0	11.0	nd
Cottage Moves (total residents)	1.0	3.0	0.0	5.0	12.0	15.0	4.0	8.0
Wellness Participation (total residents)	301.0	227.0	199.0	283.3 (avg)	334.0 (avg)	376.7 (avg)	242.3 (avg)	nd
Wellness activities (total)	20.0	16.0	17.0	52.0	61.0	57.0	17.7 (avg)	nd
Wellness Average Participation (average residents per activity)	15.1	14.2	11.7	16.7	16.4	19.5	13.7	nd
Animal Assisted Therapy (total residents)	0.0	21.0	8.0	16.7 (avg)	3.0 (avg)	12.0 (avg)	9.7 (avg)	nd
Church Service Attendance (total residents)	152.0	75.0	64.0	125.7 (avg)	107.3 (avg)	94.7 (avg)	97.0 (avg)	105.0 (avg)
Eligible for Employment (total residents)	6.0	6.0	6.0	1.7 (avg)	10.6 (avg)	5.7 (avg)	6.0 (avg)	11.0 (avg)
Employed (total residents)	3.0	4.0	5.0	6.7 (avg)	6.0 (avg)	2.3 (avg)	4.0 (avg)	7.3 (avg)

INDEPENDENT LIVING PROGRAM

Goal 11

Increase census (Independent Living Program) to meet licensed residential capacity.

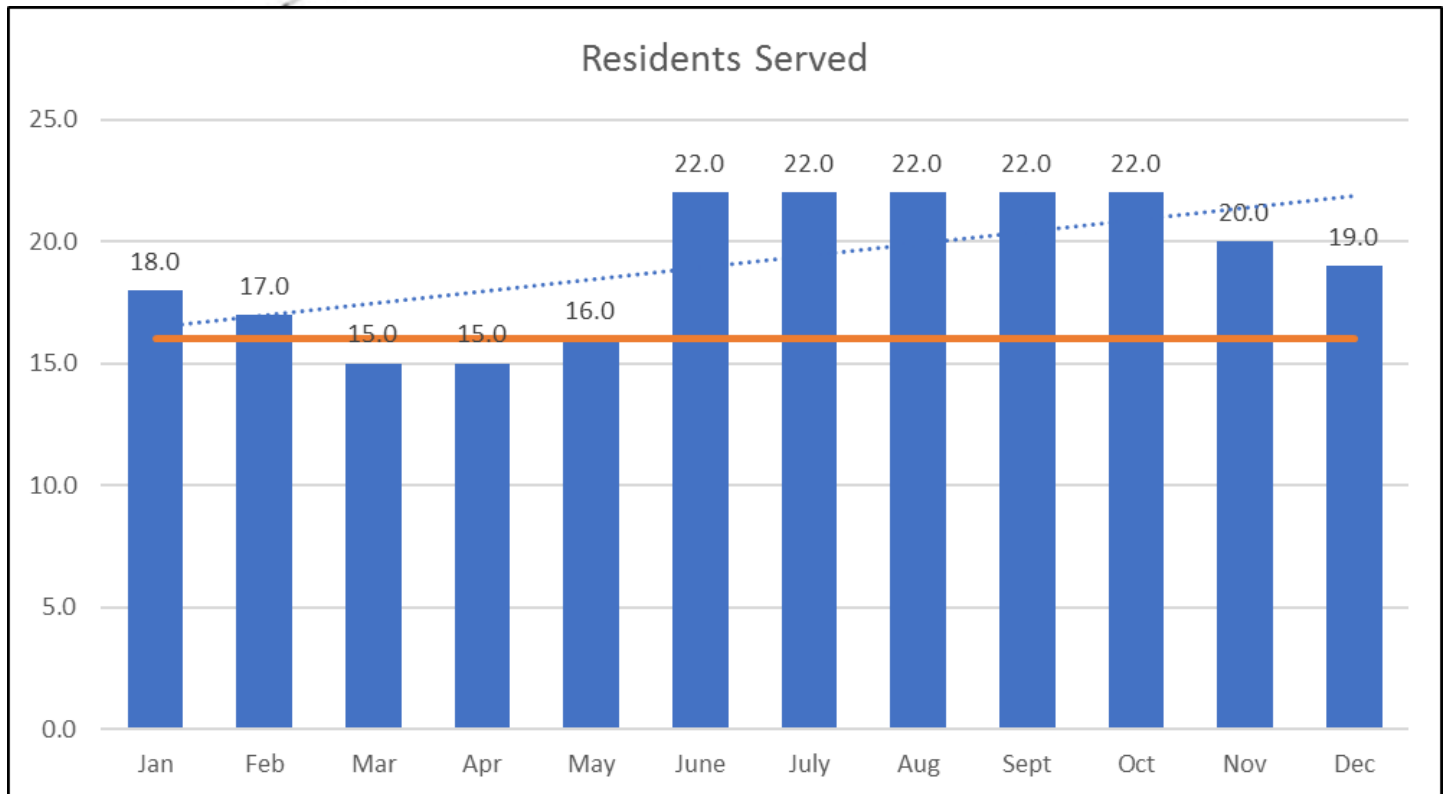


On Target

The average number of residents in the Independent Living Program was 20.3 (compared to 18.0 in the first quarter, 17.7 in the second quarter, and 22.0 in the third quarter 2017).

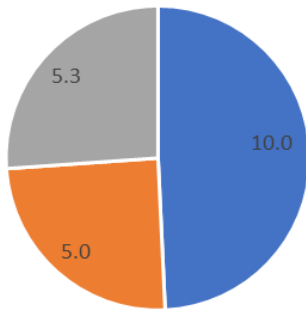
Target

We reached our target of an average of 16 residents (87% capacity).



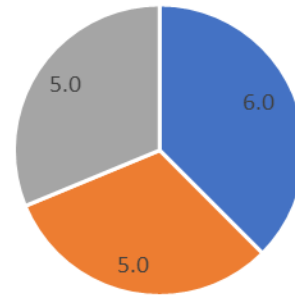
<i>Independent Living Program</i>	Oct	Nov	Dec	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Q4 2016
Residents Served (total)	22.0	20.0	19.0	18.0 (avg)	17.7 (avg)	22.0 (avg)	20.3	19.0
Admissions (total residents)	0.0	0.0	0.0	2.0	8.0	3.0	0.0	0.0
Discharges (total residents)	0.0	2.0	1.0	5.0	1.0	2.0	3.0	0.0
Applications Received (total)	0.0	0.0	0.0	9.0	5.0	3.0	0.0	nd
Deferrals (total residents)	0.0	0.0	0.0	2.0	1.0	1.0	0.0	0.0

Quarter 4 2017
Independent Living Program Age Distribution



■ 18-19 ■ 20-21 ■ 22-23

Quarter 4 2016
Independent Living Program Age Distribution



■ 18-19 ■ 20-21 ■ 22-23

<i>Ethnicity and Gender</i>	Oct	Nov	Dec	Q1 2017 (%)	Q2 2017 (%)	Q3 2017 (%)	Q4 2017 (%)	Q4 2016 (%)	Deferred	Discharged
African-American (total)	10.0	9.0	8.0	44.4%	50.8%	45.5%	44.3%	43.8%	0.0	2.0
Caucasian (total)	10.0	9.0	9.0	33.3%	35.6%	45.5%	46.0%	43.8%	0.0	1.0
Hispanic (total)	0.0	0.0	0.0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0	0.0
Multi-Racial (total)	2.0	2.0	2.0	9.4%	11.3%	9.1%	9.9%	12.5%	0.0	0.0
Male (total)	12.0	10.0	10.0	44.4%	46.9%	53.2%	52.5%	50.0%	0.0	2.0
Female (total)	10.0	10.0	9.0	55.6%	50.8%	46.8%	47.6%	50.0%	0.0	1.0

Goal 12

Maintain participation in appropriate educational and vocational programs.



Work in Progress

All residents in the Independent Living Program are attending fall classes or programs. Residents met with the Educational Coordinator to complete FAFSA forms and register for Spring classes during the fourth quarter 2017. Unemployed ILP residents have been meeting with the Vocational Counselor and Resident Advisors to complete employment applications.

Target

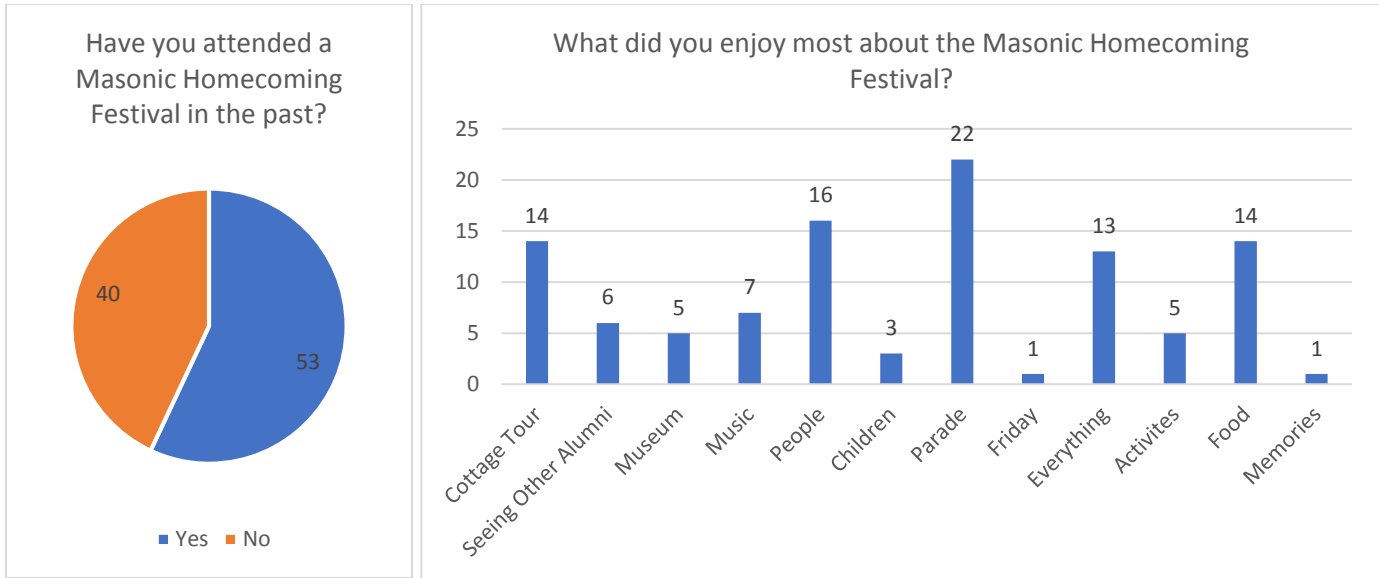
We did not reach our target of 100% of residents participating in an approved educational program and employed or participating in an approved vocational program. All residents have been working with the Educational Coordinator and Vocational Counselor to overcome barriers to employment and education or training.

<i>Independent Living Program</i>	Oct	Nov	Dec	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Q4 2016
College (%)	81.8%	90.0%	89.5%	50.0%	66.1%	83.2%	87.1%	nd
GED (%)	9.1%	10.0%	10.5%	5.5%	7.3%	9.1%	9.9%	nd
Eligible for Employment (total)	22.0	21.0	20.0	16.3 (avg)	15.0 (avg)	21.7 (avg)	21.0 (avg)	16.0 (avg)
Employed (total)	15.0	14.0	15.0	62.8%	62.1%	67.3%	69.9%	85.4%

<i>Independent Living Program Other Activities</i>	Oct	Nov	Dec	Q1 2017	Q2 2017	Q3 2017	Q4 2017
Transports given (total transports)	199.0	202.0	164.0	144.0 (avg)	121.3 (avg)	209.7 (avg)	188.3 (avg)
Residents with own car (total residents)	9.0	9.0	9.0	8.0 (avg)	8.7 (avg)	7.7 (avg)	9.0 (avg)
Wheels4Hope applications (total applications)	0.0	0.0	0/0	1.0 (avg)	0.7 (avg)	0.0 (avg)	0.0 (avg)

2017 SURVEY RESULTS

MASONIC HOMECOMING FESTIVAL SURVEYS



- 100% of respondents rated the overall experience as Good, Very Good, or Excellent
- 99% of respondents rated the food as Good, Very Good, or Excellent
- 100% of respondents rated parking as Good, Very Good, or Excellent

<i>How did you find out about the Masonic Homecoming Festival this year?</i>	Number of Respondents
Radio	12
Newspaper	6
TV	1
Poster	7
Word of Mouth	59
Other (Shriner, Mason, Alumni, MHCO website, Facebook, School flyer, Eastern Star)	33

EMPLOYEE EXIT SURVEYS

Six employees completed exit surveys upon termination, resignation, or retirement.

	Poor	Fair	Good	Excellent
How would you rate the overall programming for children at MHCO?		2	2	1
How would you rate your function within the MHCO system?		1	3	2
How would you rate the CCW staff at MHCO?				4
How would you rate the Clinical staff at MHCO?		1	1	3
How would you rate the Recreation staff at MHCO?			1	4
How would you rate the Office staff at MHCO?			1	5
How would you rate the Educational staff at MHCO?			1	4
How would rate the Administration/Executive staff at MHCO?			1	4
How would you rate the facilities at MHCO?		1	1	4
How would you rate a child's educational experience at MHCO?			1	4

How would you rate the food service or meals at MHCO?		1	2	2
How would you rate our efforts working with families?			3	2
How would you rate the communication flow between staff?	1	2		3
How would you rate the compensation/benefits package at MHCO?			3	2
How would you rate your overall MHCO experience?		1	2	3
How would you rate the overall level of professionalism at MHCO?			2	4

	Yes	No
Were you ever threatened or intimidated regarding making complaints or grievances while employed at MHCO?		6
Were you ever denied any of your basic rights as an employee while at MHCO?	1	5

What did you like most about your tenure here?

Rolling out of bed and doing my job because I was already at work; working with the kids/family environment; working with the children; the girls; the people that I met and learning about the Home's history from alumni; communication among employees of print shop

What did you like least about your tenure here?

Clothes shopping was stressful when I shopped with all the residents at the same time. I began to do shifts; having to work around residents busy schedules; the stress of 20 day shifts; the jr high boys; There really wasn't anything about my job here that I didn't enjoy!

If you could change on thing about MHCO what would it be?

I don't have an answer for that. Each person must determine what they want to put in and take away from MHCO. Wrapped in 1 big package it is an "awesome" place; appearance-upper campus and gym; 7 day on 7 day off shift; I would ask (named CCWs) to leave. While I was in training, I could not believe all the yelling they did at the (residents). (Other named CCWs) showed us what the STEP method looked like. Then (named CCWs) showed us what it wasn't. Black and white difference between the 2 houses; There's nothing that I would change about this place

Are there any other things that you would like to express or to comment about regarding your child's stay at the MHCO?

I would like to say that the 8 years of employment at the Masonic Home has been a great experience...; would have like to seen more involvement from administration staff during events/parties for residents. Being involved and helping out builds relationships within the organization; part time CCWs need better working arrangements, pay, and benefits especially if they work 40 hours; I would just like to say again how much I have loved my time working here. The staff has been so welcoming and helpful and the work that is being done here is truly incredible. I wish the Home many years of continued success!

RESIDENT DISCHARGE SURVEYS

Four residents completed exit surveys upon discharge.

	Poor	Fair	Good	Excellent
How would you rate the CCWs at MHCO?		1	1	
How would you rate the clinicians at MHCO?		2		2
How would you rate the Recreation staff at MHCO?		1	1	2
How would you rate the office staff at MHCO?		2		2
How would you rate the Education staff at MHCO?	1	1		1
How would rate the Administration/Executive staff at MHCO?		1	1	2
How would you rate the living facilities at MHCO?		2	1	1
How would you rate your educational experience at MHCO?		1	1	2
How would you rate your spiritual experiences at MHCO?		2	1	1
How would you rate the food service or meals at MHCO?		3		1
How would you rate our efforts working with your family?		2	1	1
How would you rate the communication you received?		2	2	
How would you rate your overall MHCO experience?		3	1	

	Yes	No
Were you given the opportunity to participate in your Case Planning?	4	
Were your personal goals considered when your Case Plan was developed?	3	
Were you invited to participate in campus-wide planned activities?	4	
Were you permitted to date while a resident at MHCO?	3	1
If you answered NO, why not?		I'm 13
Were you allowed to attend school functions and/or planning sessions	3	1
If you answered NO, what weren't you permitted to attend?		houseparent said they didn't know when they did
Were you allowed telephone privileges while you were at MHCO?	3	1
Did you feel that you could go to someone and lodge a complaint or grievance without fear of reprisal?	4	
Were you ever threatened or intimidated regarding making complaints while your child was at MHCO?	1	3
If YES, by whom?		
Were you ever denied any of your basic rights while at MHCO?		4
Did you have a special person that you believed you could go to if you had a problem and know that they would always help you?	4	

What did you like most about living here?

The friends; trips, the babies, residents; the activities; being to myself, new friends

What did you like least about living here?

Rules; can't have phone; not having a phone; the girls bullying people

If you could change one thing about MHCO, what would it be?

Rules; houseparents; everybody have phones; more freedom

Are there any other things that you would like to express or to comment about regarding your child's stay at the MHCO?

The children should have a choice on who leaves; change some of the rights; houseparent yelled and cursed at me. Threw my discharge in my face. Never let me walk away.

RESIDENT FAMILY DISCHARGE SURVEYS

Four resident families completed exit surveys upon discharge.

	Poor	Fair	Good	Excellent
How would you rate the CCWs at MHCO?			1	3
How would you rate the clinicians at MHCO?			1	3
How would you rate the Recreation staff at MHCO?			1	3
How would you rate the office staff at MHCO?			1	3
How would you rate the Education staff at MHCO?			1	3
How would rate the Administration/Executive staff at MHCO?			1	3
How would you rate the living facilities at MHCO?			1	3
How would you rate your child's educational experience at MHCO?				4
How would you rate your child's spiritual experiences at MHCO?				4
How would you rate the food service or meals at MHCO?			1	3
How would you rate our efforts working with your family?			1	3
How would you rate the communication you received?			1	3
How would you rate your child's overall MHCO experience?			1	3

	Yes	No
Were you given the opportunity to participate in your child's Case Planning?	3	
Were your goals considered for you and your child considered?	3	
Were you invited to participate in campus-wide planned activities?	3	
Were you permitted to date while a resident at MHCO?		2
If you answered NO, why not?		Too young
Were you invited to attend school functions and/or planning sessions	2	
If you answered NO, what weren't you permitted to attend?		Never notified
Were you allowed telephone privileges while your child was at MHCO?	4	
Did you feel that you could go to someone and lodge a complaint or grievance without fear of reprisal?	3	1
Were you ever threatened or intimidated regarding making complaints while your child was at MHCO?		4
If YES, by whom?		
Were you ever denied any of your basic rights as a parent/guardian by MHCO?		4
Did you have a special person that you believed you could go to if you had a problem and know that they would always help you?		2

What did you like most about having your child live here?

The ability to bond with her and the independence taught; structure and various activities; responsibility, structure; I know what a great place it is, I am OO Alumni

What did you like least about having your child live here?

The constant change of houseparents; disagreements

If you could change one thing about MHCO, what would it be?

Consistency of staff; nothing

COMMENT CARDS FROM BROWN COTTAGE

Relationship to MHCO

Visitor	15
Alumnus	0
Supporter	1
Parent	0
Other	4

Helpfulness of Staff

Unsatisfactory	0
Satisfactory	0
Good	0
Very Good	3
Excellent	17

Appearance of the Campus

Unsatisfactory	0
Satisfactory	0
Good	0
Very Good	2
Excellent	18

Overall Satisfaction

Unsatisfactory	0
Satisfactory	0
Good	0
Very Good	3
Excellent	17

Refer, Donate or Visit Again?

Yes	20
No	0

GRIEVANCES

In 2017, there was 1 minor substantiated grievance claimed by an employee against another employee. There were 0 grievances claimed by stakeholders.

INCIDENTS

In 2017, there were 132 total incidents (47 in the first quarter, 23 in the second quarter, 39 in the third quarter, and 23 in the fourth quarter).

Out of the 132 total incidents, 12 were deemed Critical Incidents per licensing and accreditation standards (1 resident restraint, 0 resident runaways over 24 hours, 2 dangerous or endangered resident, 1 resident serious injury or illness resulting in hospitalization, 0 resident deaths, 2 resident arrests, and 6 abuse or neglect reports made by staff to DSS against resident family caregivers).

Out of the 132 total incidents, 120 were deemed Non-Critical Incidents per licensing and accreditation standards (31 resident injuries, 13 resident risk of injuries, 5 staff injuries, 1 staff risk of injury, 3 resident contraband seizures, 13 resident altercations, 5 other altercations, 15 property damage, 1 resident runaways less than 24 hours, 15 external investigations, and 18 other incidents).

FILE REVIEW RESULTS

During the fourth quarter of 2017, 16 open and 3 closed Direct Care files (31.7% of all current and recently discharged residents) were reviewed. For 2017 as a whole, 100% of all open and recently discharged resident case files have been reviewed. Approximately 26.7% of all reviewed files in 2017 needed no corrective action.

During the fourth quarter of 2017, 7 open and 2 closed ILP files (31% of all current and recently discharged residents) were reviewed. For 2017 as a whole, 100 % of all open and recently discharged resident case files have been reviewed. Approximately 27.6 % of all reviewed files in 2017 needed no corrective action.

IMPROVEMENT PLANS

During the first quarter of 2017, an improvement plan was implemented to address inconsistent methods of reporting incidents. A PQI report form and review process by the PQI Subcommittee to process incidents was developed and has been implemented. The PQI Subcommittee has gathered recommendations for improving the process of incident review and prevention of incidents and is being refined. The improvement plan has been achieved with the PQI process producing more accurate and timely reporting and review of incidents.

During the third quarter of 2017, an improvement plan was created to include resident outcome development. The PQI Director has participated in discussions with other children's residential facilities in NC through Benchmarks to collect similar outcome data utilizing common, validated instruments. Additionally, the 2018 PQI Goals and Outcomes will address more outcome data than before. The improvement plan is on target.

FUTURE PLANS

We hope you found the information contained in this report helpful. For our next report, we would like to be able to report on the following items:

- More inclusive output data from MHCO operations
- New goals and outcomes for 2018

CONTACT US!

If you have any feedback, questions, or comments about this report, please contact the PQI Director via email or phone:

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