

I.M.P.A.C.T. Quality Improvement Meeting

04/10/24

In attendance: Kris Curtis, Aaron Foote, Terry MacMillan, Denise Ellery

Absent: Mike Thomas (attending Adolescent Workgroup Meeting)

Meeting minutes – The meeting minutes from January 17, 2024, were previously approved.

Report on Indicators:

Residential Community Housing

1. Goal: Residents will participate in community volunteer activities annually and be offered weekly community inclusion activities (*per choice and as clinically appropriate).

Objective: Increase access and participation in the residents' greater community.

Performance Target: Two community volunteer activities annually and two weekly community inclusion activities.

- a. Volunteerism activities: Blue Water Safe Horizons Comedy Club Show, Fundraiser for Hunter Hospitality House organized by Wells Street staff, "Change for a Change" collected at Administration to be donated to the Hunter Hospitality fundraiser, ordered flowers from the Arc's fundraiser. River Bend 1 & River Bend 2 filled Easter Eggs for Flint Mission Church.

- b. Community Inclusion Activities:

Belle River – Various shopping and restaurant outings, sensory rides, library, Valentine's party, Arc Fish Fry, and hockey game.

Charmwood – Various shopping and restaurant outings, Valentine's party, movies, and Arc Fish Fry.

Michigan – Sensory rides, shopping, restaurants, sledding, Valentine's party, and Prom.

River Bend #1 – Various shopping and restaurant outings, bowling, Valentine's party, hockey game, movie theater and Snowflake Ball.

River Bend #2 – Various restaurant and shopping outings.

Simpson – Sensory rides, restaurants, Arc Fish Fry, and shopping.

Wells – Sensory rides, shopping, Valentine's party, hockey game, and Pet Smart.

Agency organized Valentine's Day Party/Dance at the Lions Club. The Agency provided Sloppy Joes, chips, beverage, cookies.

Community Activities Committee: Residents/staff enjoyed the movie theater. We have received 20 free tickets to Detroit Tigers games on May 15th and September 28th. Will research possibility of organizing a Huron Lady boat ride. The Port Huron Museum has a Barbie Exhibit now through October 13th, admission is free. We still have free tickets for the Oldies Music Concert at McMorran on April 11th.

2. Goal: Minimize number of medication errors

Objective: Prevent injury to residents resulting from medication errors

Performance Target: Zero Medication Errors

Medication Errors – (1) Error during the quarter. (1) Wrong Time at River Bend 2. A bedtime medication was administered in the morning. Involved staff was re-trained in the use of the Quickmar system. Staff received disciplinary action in accordance with Agency policy. Previous quarter – (2) errors.

St. Clair County Community Integration Services

3. Goal: Quality Service Delivery

Objective: Utilization Management Reviews

Performance Target: 90% accuracy

Surveys were completed at all SLA locations. IT will create the report in Power BI from the survey information. Records were in good order. Some copies of prescriptions missing (have been updated). Housekeeping not up to standards at some locations. Will review expectations with staff regarding encouraging participation with individuals and staff's responsibility/accountability for ensuring housekeeping tasks are completed.

Prevention: Alcohol & Other Drugs/Addictions

4. Goal: 100% of consumers will be given the opportunity to complete a Pre- and Post-test at the beginning and following completion of Alcohol & Other Drugs/Addiction classes.

Objective: Pre- and Post-tests will help the Agency improve the quality of services and increase knowledge of the participants. Results may determine the need to modify how the material is communicated to increase retained knowledge.

Performance Indicator: Pre- and Post-test results will be collected and analyzed on a quarterly basis and reported to the Quality Improvement Committee.

Performance Target: On a scale of 1-5, 4+ consumers will report that services were helpful.

Basic Drug Education (BDE) – Total certificates issued – 86

I.M.P.A.C.T. – 32 pre and 29 post; Intervention Center – 75 pre and 43 post surveys

Improved knowledge – plus 0.49

4.82% report the class was very helpful

95.45% reported they would use the information learned

RSAT – Residential Substance Abuse Treatment – Total certificates issued – 47

Huron House – 21 pre and 26 post surveys; Intervention Center – 18 pre and 49 post surveys

Improved knowledge – plus 0.79

4.65% reported the class was very helpful

91.57% reported they would use the information learned

Thinking Matters – Total certificates issued – 42.

I.M.P.A.C.T. – 8 pre and 8 post surveys; Intervention Center – 53 pre and 19 post surveys

Improved knowledge – plus 0.48

4.56% reported the class was very helpful

96.15% report they would use the information learned

ARM – Anger/Rage Management – Total certificates issued 58
I.M.P.A.C.T. – 20 pre and 14 post; Intervention Center – 52 pre and 37 post surveys
Improved knowledge - plus 0.73
4.80% reported the class was very helpful
97.56% reported they would use the information learned

Battering Intervention – Total certificates issued – 22
I.M.P.A.C.T. – 41 pre and 9 post; Intervention Center – 9 pre and 9 post surveys
Improved knowledge – plus 1.38
4.72% reported the class very helpful

Active Parenting Birth to Five – Total certificates issued – 5
3 pre and 4 post surveys
Improved knowledge – plus 1.25
5.0% reported the class very helpful
66% reported they would use the information learned

Active Parenting 6 plus years – Total certificates issued – 3
4 pre and 5 post surveys
Improved knowledge – plus 0.18
5.0% reported the class very helpful
100% reported they would use the information learned

TAM (Teen Anger Management) – Classes were held at Port Huron High and Phoenix Academy on Tuesdays and Thursdays. The teens are very receptive to the program.

Record Compliance (Utilization Review)

- A. Residential – Unannounced reviews of resident allowance funds and petty cash were completed at each residential location. All funds balanced and were accounted for.

Survey and data base have both been updated. Surveys will be scheduled in the second quarter at Belle River and River Bend 1. Both locations have upcoming AFC License renewal inspections.

Individual Focused Services:

- A. Consumer Complaints: Dignity & Respect and Mental Health Services Suited to Condition violations substantiated at River Bend 2. Mental Health Services Suited to Condition violation substantiated at Wells. In both cases, the involved staff received verbal counsel, documented disciplinary action and re-training in Recipient Rights. Mental Health Services Suited to Condition is failure to provide a standard of care as outlined in the individual plan of service.
- B. Supervisors completed an unannounced check during off shift times at least twice a month. Findings are reported to the Program Director.

Corporate Compliance Complaints: N/A

Critical Incidents/Sentinel Events/Serious Accident or Illness: N/A

Staff Training: We are researching replacement of CPR/FA manikins. Would like to have manikins with more advanced AED training capabilities. Medication administration training is now required to be completed at SCCCMHA. Group Home Supervisors and the Program Educator have attended training at SCCCMHA. Other staff are being scheduled.

Business Goals

1. **Staff Recruitment/Retention**: The retention rates are as follows: January 96%, February 96.1%, March 98%, April 98%, May 98%, June 98%, July 100%, August 99%, September 97.3%, October 97.3%, November 98.2%, December 99%, January 99%, February 99%, and March 97% (staff who left the agency vs staff who remained). Staff received a Starbuck gift card for Valentine's Day and a 3% bonus in March. We continue to run billboard and radio recruitment ads. Open enrollment is underway and there were no increases to employees this year.

2. **Prevention Services (Alcohol & Drug Education)**: Continue to identify, promote, and implement evidenced-based programs addressing drug and alcohol misuse/abuse.

*Support and encourage local collaborative efforts to increase awareness.

*Prevention staff participate in coalition groups.

Coalition - Active participation with CSCB (on both Adolescent work group and SUPTR sub-committee) as well as the MI-PAC Coalition Workgroup subcommittee which is responsible for planning the Coalition Conference in July.

Tobacco Vendor Education – More than 75% of Tobacco Vendor Education Units have been completed (25% above goal for mid-year).

Virtual Townhall Event – Livestreamed event broadcasted by Thumbcoast TV on March 20th, 2024. The topic was *Working together to help protect St. Clair County youth from the dangers of vaping and nicotine use*. The link has been shared on I.M.P.A.C.T.'s Facebook page, Region 10 PIHP and others. Funding for this project was provided by Region 10 PIHP.

Fun and Fitness Carnival - Plans are in place to conduct a community event for families on June 26, 2024. The event will be held at the Cleveland Elementary school. We have commitments from the Port Huron Police, Port Huron Fire, Health Department, local NAACP, and therapy dogs. We have applied for a grant through the Community Foundation for funding. If the grant is approved plans will also include a food truck. Activities would include police game trailer/bounce house, healthy snacks, yard games and distribution of our program literature.

Responsible Thinking curriculum (The Change Companies) – MDHHS finally approved the Responsible Thinking curriculum which is a evidenced based program and will replace the outdated Thinking Matters curriculum.

3. **IT**: Firewall replacement goal. IT is recommending the Cisco FirePOWER 1120 ASA Firewall (cost \$2,098.36- \$4,400.00). Will be purchasing two new firewalls to replace the older ASA firewalls at Admin and Riverbend.

IMDATA App has been released to all users and all incident reports starting from 1/18/24 and onwards will be completed in the new IMDATA App.

Upgrading all training desktop computers.

4. **Capital Improvement Plan**: 2024 projects receiving Board approval are: continuation of the River Bend bedroom project, removal of wallpaper/paint all common areas at River Bend, replacement of front doors at River Bend, update/maintenance of River Bend courtyards, 2024 passenger van, and AEDs for the residential vans/administration office. Estimated cost of all projects is \$182,000. Final estimates and recommendations will be made to the Board for each project. AEDs were purchased in March.

5. **Health & Safety:** All emergency procedures have been reviewed and updated where necessary. Quarterly Safe Driving Award will be announced at the next meeting. Discontinued COVID-19 Plan and updated Infection Control plan to include respiratory illness protocols. River Bend has developed a plan with a local motel for housing in the event it were necessary to relocate residents.

Adjournment/Next Meeting: The meeting adjourned at 3:00 pm. The next meeting will be on July 10, 2024.