

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

07/10/24

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

Meeting minutes – The meeting minutes from April 10, 2024, were previously approved and presented to the Board of Directors at the June meeting.

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: "Change for a Change" collected at Administration to be donated to Safe Horizons, Community Resource Fair and Fun & Fitness Day.

- b. Community Inclusion Activities:

Belle River – Various shopping and restaurant outings, sensory rides, library, concert at McMorrان, Secretary of State, beach, park, I.M.P.A.C.T. picnic and Detroit Tigers game.

Charmwood – Various shopping and restaurant outings, sensory rides, Blue Water Bridge, parks, Birthday party, shopping at Beautiful Me, I.M.P.A.C.T. picnic and May Ball.

Michigan – Sensory rides, shopping, and restaurants.

River Bend #1 – Various shopping and restaurant outings, bowling, Detroit Tigers game, high school play, May Ball, concert in the park, Birchwood Mall, library, and I.M.P.A.C.T. picnic.

River Bend #2 – Various restaurant and shopping outings, concert at McMorrان, Earth Fair, Algonac Boardwalk, I.M.P.A.C.T. picnic, Lexington Beach, Crowell Swinging Bridge, Marine City Beach, Marysville Park for Fireworks, and No Limits Fishing.

Simpson – Sensory rides, restaurants, shopping, parks, and I.M.P.A.C.T. picnic.

Wells – Sensory rides, shopping, Valentine's party, Detroit Federal Building, Detroit Tigers game, walks in neighborhood, and I.M.P.A.C.T. picnic.

Agency hosted picnic for residents at Goodells Park complete with food, games, prizes, and Hippy Dippy Ice Cream.

Community Activities Committee: Residents are invited to watch the Rotary International Parade on July 17 from the administrative office. Snacks will be provided.

The Agency hosted a Fun & Fitness Day event on June 26, 2024, at the Cleveland Elementary School. Games, prizes, resource information and food were offered to neighborhood families. Other agencies joining us were the Port Huron Police Department who brought their game trailer and bounce house, Tri-Hospital EMS

brought an ambulance, Port Huron Fire Department brought a Fire Truck. Agencies providing games/information included Port Huron NAACP, St. Clair County Health Department, and St. Clair County Community Mental Health. Funding for the event was made possible by a grant from the Community Foundation. A mobile food pantry was provided through the Food Bank of Eastern Michigan and Crossroads Church. Over 70 kids participated in games, over 100 families received food and food was also donated to the Huron House, Safe Horizons, and the Blue Water Community Food Depot.

2. Goal: Minimize number of medication errors

Objective: Prevent injury to residents resulting from medication errors

Performance Target: Zero Medication Errors

Medication Errors – (2) Errors during the quarter. (1) Missed medication at Bethuy. Medication was signed for but not administered. (1) Wrong person/wrong medication at River Bend 1. Medications involved were Tylenol and Folic Acid. Neither error resulted in an adverse reaction. Staff received disciplinary action in accordance with Agency policy. Previous quarter – (1) error.

St. Clair County Community Integration Services

3. Goal: Quality Service Delivery

Objective: Utilization Management Reviews

Performance Target: 90% accuracy

IT has created a report in Power BI for the survey data however there a few “glitches” that need to be worked out before a report can be generated. This will be worked on during the next quarter.

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 – 78

I.M.P.A.C.T. – 12 pre and 16 post; Intervention Center – 70 pre and 33 post surveys

Improved knowledge – plus 0.78

4.84 report the class was very helpful

96.6% reported they would use the information learned

RSAT – Residential Substance Abuse Treatment – Total certificates issued – 48

Huron House – 17 pre and 17 post surveys; Intervention Center – 23 pre and 30 post surveys

Improved knowledge – plus 1.05%

4.68 reported the class was very helpful

98.15% reported they would use the information learned

Cognitive Restructuring (Responsible Thinking) – Total certificates issued – 51

I.M.P.A.C.T. – 22 pre and 3 post surveys; Intervention Center – 42 pre and 17 post surveys

Improved knowledge – plus 0.48

4.65 reported the class was very helpful

100 % report they would use the information learned

ARM – Anger/Rage Management – Total certificates issued 41

I.M.P.A.C.T. – 10 pre and 10 post; Intervention Center – 38 pre and 20 post surveys

Improved knowledge - plus 0.96

4.87 reported the class was very helpful

100% reported they would use the information learned

Battering Intervention – Total certificates issued – 25

I.M.P.A.C.T. – 6 pre and 6 post; Intervention Center – 7 pre and 7 post surveys

Improved knowledge – Remained the same

4.67 reported the class very helpful

Active Parenting Birth to Five – Total certificates issued – 1

1 pre and 2 post surveys

Improved knowledge – plus 1.30

5.0 reported the class very helpful

100% reported they would use the information learned

Active Parenting 6 plus years – Total certificates issued – 4

1 pre and 1 post surveys

Improved knowledge – plus 4.8

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.

4.0 reported the class was helpful.

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.

Surveys were completed at Wells and Simpson. Minor findings included ensuring Health Care Appraisal is filled out (dietary information), guardian signature missing from IPOS, IPOS training with staff is completed timely, and reminder that weekly supervisor medication counts are completed. It was also recommended to complete assessments at the time of the IPOS review. Both facilities were noted to be clean and tidy.

Individual Focused Services:

- A. Consumer Complaints: Dignity & Respect violations substantiated at Bethuy SLA and Wells. In both cases, the involved staff received verbal counsel, documented disciplinary action and re-training in Recipient Rights.
- B. Supervisors completed an unannounced check during off shift times at least twice a month. Findings are reported to the Program Director.
- C. The Simpson Road Team of Mary M., Dennis L., Terri H., Victoria P., Sarah C., Tonia R. and

Grace B. were selected as the CMH Rights Champion Team of the Year for their advocacy efforts. Staff were honored at the CMH Annual Awards breakfast in May. Ashley E. and SuAnn M. from River Bend 1 and Tyanna H. from Wells were selected to receive the CMH Rights Champion Award for their teamwork and advocacy efforts. Staff were honored at a special luncheon held by CMH in July.

D. Consumer and guardian satisfaction surveys will be completed early in the 4th quarter.

Corporate Compliance Complaints: N/A

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

Staff Training: Staff are completing CMH medication training, followed with the I.M.P.A.C.T. supplemental training on Quick Mar. All medication training kits are being updated to incorporate CMH training. New CPR manikins were purchased.

Business Goals

1. **Staff Recruitment/Retention:** The retention rates are as follows: July 100%, August 99%, September 97.3%, October 97.3%, November 98.2%, December 99%, January 99%, February 99%, March 97%, April 100%, May 97.3%, and June 99%. (staff who left the agency vs staff who remained). Staff received a 3% bonus in June. We continue to run billboard recruitment ads.

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 - Continued involvement with the CSCB (on both Adolescent work group and SUPTR sub-committee) as well as the MI-PAC Coalition Workgroup subcommittee which will be hosting a Coalition Conference in July. The Coalition Conference will be held in Troy and a I.M.P.A.C.T. Prevention staff will be participating in a Round Table session.

Too Good for Drugs/Violence – Prevention staff completed training on this new evidenced based curriculum for high school students. Region 10 PIHP funded the training and purchase of the new curriculum which will be implemented in the 2025 school year.

Fun and Fitness Day – The community event for families was held on June 26, 2024, at the Cleveland Elementary school. Agencies participated included Port Huron Police, Port Huron Fire, Health Department, local NAACP, Tri Hospital EMS, St. Clair County Community Mental Health, and Love on a Leash therapy dogs. Activities included the Port Huron Police game trailer/bounce house, a fire truck, ambulance, healthy snacks, yard games, distribution of resource information and a mobile food pantry. There were over 70 children participating and food was distributed to at least 100 families. Left over food was divided between the Huron House, Safe Horizons, and the Blue Water Community Food Depot.

Parenting Classes were paused over the summer due to low attendance. Units were transferred to Basic Drug Education classes which have a much higher enrollment and could be continue through the remainder of the fiscal year.

Non-Synar compliance checks (youth tobacco sales) – remaining units will be completed in the 4th quarter. However, we were unable to complete the Synar compliance checks by the deadline due to the unavailability of our under-cover youth decoy.

Tobacco Vendor Education – Remaining units will be completed in the 4th quarter.

3. **IT:** 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.

Looking into new licensing for Veeam backup to allow us to back up our IMDATA database servers on the Azure cloud using our current backup solution.

Working to upgrade computers still running Windows 10 long term service branch to windows 11. Have upgraded two supervisor computers and two training computers.

4. **Capital Improvement Plan:** Work continues on the River Bend bedroom project; new front entrance doors have been ordered for River Bend and should be installed sometime in August. Work on the River Bend courtyards has been completed and a maintenance program is in place with an outside company. Based on a change in need, it has been decided to consider the purchase of a used wheelchair van instead of a passenger van.

5. **Health & Safety:** Quarterly Safe Driving Award goes to Belle River (second win). The driving report shows concerns with speeding at some locations. The report and findings will be reviewed with Supervisors and will be shared with staff. We will be getting free air purifiers through MDHHS for River Bend, group homes and SLA locations.

Other: CARF conducted a 3-day survey of our organization in March. There were no recommendations made for improvement. This is the second consecutive CARF survey in which I.M.P.A.C.T. has received no recommendations. Only 3% of agencies surveyed are in this category. The Agency ran a billboard announcement congratulating staff for this achievement.

Adjournment/Next Meeting: The meeting adjourned at 3:00 pm. The next meeting will be on October 9, 2024.