

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

10/09/24

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

Meeting minutes – The meeting minutes from July 10, 2024, were previously approved and presented to the Board of Directors at the September 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 Blue Water Area Humane Society, Port Huron High School Victory Day sponsor, and Lake Huron Foundation Outing for Peoples Clinic sponsor.

- b. Community Inclusion Activities:

Belle River – Various shopping and restaurant outings, sensory rides, Port Huron Rotary Parade, picnics, beach.

Charmwood – Various shopping and restaurant outings, sensory rides, movie theater, boardwalk, picnic, park, Farmer's Market, Detroit Tigers game at Comerica Park.

Michigan – Sensory rides, shopping, and restaurants.

River Bend #1 – Various shopping and restaurant outings, bowling, Port Huron Rotary Parade, No Limits Fishing, 4-H Fair, library, and sensory rides.

River Bend #2 – Various restaurant and shopping outings, Algonac fireworks, several music concerts in the park, Port Huron Rotary Parade, Powwow, and movie theater.

Simpson – Sensory rides, restaurants, shopping, parks, arcade, and Port Huron Rotary Parade.

Wells – Sensory rides, shopping, Detroit Tigers game at Comerica Park, concert at McMorran and Port Huron Rotary Parade.

Community Activities Committee: Upcoming events include Reptarium interactive show on October 3 and Halloween Party on October 25. River Bend 2 is planning a trip to the Detroit Zoo on October 26. Residential group homes are deciding if they will be registering for the Sperry's Santa Parade in November. One idea for the parade is to create a train engine float and decorate the vans like train cars. Christmas party is scheduled at Alexander's on December 11th.

2. Goal: Minimize number of medication errors

Objective: Prevent injury to residents resulting from medication errors

Performance Target: Zero Medication Errors

Medication Errors – (3) Errors during the quarter. (1) Higher Dose at River Bend 2 and (1) Higher Dose at Belle River. (1) Wrong Time error at Simpson. No adverse reactions occurred from the errors. Staff received disciplinary action in accordance with Agency policy. Previous quarter – (2) error.

St. Clair County Community Integration Services

3. Goal: Quality Service Delivery

Objective: Utilization Management Reviews

Performance Target: 90% accuracy

Overall survey accuracy: 97.4%. However, the area of Service Delivery was only 87.5% Area of concern is mainly related to medication management (proper copies of prescriptions, accurate medication labels and medication records). A plan of correction, including further education of staff has been developed and will be monitored to ensure continued compliance.

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 – 71

I.M.P.A.C.T. – 32 pre and 14 post; Intervention Center – 81 pre and 42 post surveys

Improved knowledge – plus 0.74

4.61 report the class was very helpful

95.9% reported they would use the information learned

RSAT – Residential Substance Abuse Treatment – Total certificates issued – 78

Huron House – 26 pre and 25 post surveys; Intervention Center – 56 pre and 45 post surveys

Improved knowledge – plus 0.70

4.74 reported the class was very helpful

97.6% reported they would use the information learned

Responsible Thinking – Total certificates issued – 77

I.M.P.A.C.T. – 48 pre and 8 post surveys; Intervention Center – 47 pre and 36 post surveys

Improved knowledge – plus 0.73

4.66 reported the class was very helpful

92.3% report they would use the information learned

ARM – Anger/Rage Management – Total certificates issued 31

I.M.P.A.C.T. – 32 pre and 14 post; Intervention Center – 81 pre and 42 post surveys

Improved knowledge - plus 0.66
4.35 reported the class was very helpful
95.65% reported they would use the information learned

Battering Intervention – Total certificates issued – 25
I.M.P.A.C.T. – 8 pre and 8 post; Intervention Center – 10 pre and 10 post surveys
Improved knowledge – Remained the same
4.61 reported the class very helpful

Active Parenting Birth to Five
Class paused during quarter due to low attendance. Units from this class were transferred to other higher need programs.

Active Parenting 6 plus years
Class paused during quarter due to low attendance. Units from this class were transferred to other higher need programs.

TAM (Teen Anger Management)
No classes held in the summer. Classes will resume second semester of the 2024-2025 school year.

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.
- B. Utilization Management Reviews – Reviews were conducted at Michigan and Charmwood. Michigan was missing the licensee signature on some resident assessments and Resident Care Agreements. Dietary recommendations not always included on the annual physical. Missing guardian signature on IPOS. Charmwood was missing some copies of prescriptions. All items are being reviewed with the supervisors and corrected.

Individual Focused Services:

- A. Consumer Complaints: Two Neglect Class III violations were substantiated at River Bend 2. Both violations involved the same staff and employment was terminated.
- B. Supervisors are required to completed unannounced checks during off shift times at least twice a month. Findings are reported to the Program Director.
- C. Satisfaction Survey Results: We had 56/66 Consumer Survey's returned, the other 10 were individuals who are non-verbal or unable to complete the survey. 96.0% Overall Satisfaction with services. The lowest rating was question 3, Are you happy with the food available in the home, which was 92.2%. River Bend 2 had all the "No" answers to the food question with comments such as "Less Carbs and processed foods, more fish, fruit, and protein." And "Cook is always mean and cooks bad." That has been addressed with the Supervisors at River Bend. More comments about the food at RB2, wanting more options, less of the same meals and healthier options. River Bend 2 will continue having menu meetings, offer healthy choices for snacks and meal. Suggestion for meal items such as fish and other healthy meats will be offered on the menu. Staff meetings with kitchen to address any concerns will happen on a bi-monthly or as needed basis. Overall, very positive about the staff at the homes.

41 Guardian surveys were returned, 100% overall satisfaction. A lot of praise for staff at all the locations, using words such as amazing, wonderful, caring, and excellent. The homes were described as clean, organized, and well taken care of for the most part. There were a

few comments about needing more communication and encouraging residents to be more active.

2 SLA/CLS out of 9 were returned with 100% overall satisfaction and no comments were made.

- D. Michigan Road Group Home was selected to receive the 2024 St. Clair County Community Mental Health **Professional Champion Award**. The *Professional Champion Award* honors those who work for an organization in our community and have provided exceptional support to individuals receiving CMH services as they work through their recovery and discovery journey. Staff were formally presented with this award on October 17th during a dinner celebration at Alexander's Banquet Hall.

Corporate Compliance Complaints: N/A

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

Staff Training: Instructors have been trained in use of the new CPR manikins. The new manikins use an app to provide feedback on chest compressions. New Autism training segment has been created for Michigan and Wells homes. Researching updated sign language training for Charmwood. Supervisors received new medication kits updated with CMH training information.

Business Goals

1. **Staff Recruitment/Retention:** The retention rates are as follows: 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%, July 97%, August 97%. (staff who left the agency vs staff who remained). Direct Support Professional Week was celebrated in September. The agency recognized staff on a community billboard and company Facebook page, raffle prizes, Mr. Pita, camp chairs with I.M.P.A.C.T. logo and a bonus.

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: CSCB Adolescent Workgroup is hosting a Nature's Beauty event on 10/26/24 at the 40th Street Pond. The event is targeted towards youth, but anyone is welcome to attend. The purpose of the event is to engage youth for ideas on how to beautify the areas around the pond, i.e., create boxes to house art supplies (like the boxes used for books).

Too Good for Drugs and Violence curriculum will be started at Port Huron High School in October.

We are hoping to start a new youth-based coalition group to focus on decreasing access and outlet density to tobacco. Synar checks have not been successful. The coalition would advocate for the current laws and regulations to be enforced and more punitive measures taken to establishments who continue to sell tobacco to minors. The State is looking to license all sellers of tobacco. The coalition would be active at the city and State level.

3. **IT:** Purchased two new Fortigate firewalls to replace the older ASA firewalls at Admin and Riverbend for \$9330.

Purchased new licensing for Veeam backup to allow us to back up our IMDATA database servers on the Azure cloud using our current backup solution. Purchased new VMware licensing for 4 servers.

4. **Capital Improvement Plan:** New front doors and entrance lights have been installed at River Bend. Andy's Landscaping has been doing a good job maintaining the River Bend courtyards this summer. We will get estimates for the Board on a new wheelchair and passenger van.

5. **Health & Safety:** The 4th quarter Safe Driving Award goes to Charmwood (overall score of 91.5%). The report also identified vehicles being driven over the speed limit which will be addressed by Management.

Adjournment/Next Meeting: The meeting adjourned at 3:00 pm. The next meeting will be on January 8, 2025.