

# Comprehensive Community Services

## Quality Assurance and Performance Improvement Grid 2019

*\*\*Please see the corresponding statistical data and graphs for performance trends relative to goals outlined within this grid*

### OVERALL QUALITY REVIEW

## YEAR IN PROGRESS

### 2019/2020 YEAR IN HIGHLIGHTS AND ACCOMPLISHMENTS

<p><b>Clients Served</b></p> <ul style="list-style-type: none"> <li>Residential: 257 Males: 144 Females: 113</li> <li>Farmhouse: 17</li> <li>Outpatient: 12</li> </ul>

### BUSINESS

Indicator	Goal	Data Source	Application	TIMING	Obtained By	Date of Goal Origination and Type of Measure
Client Satisfaction	80% or more of all clients served will indicate an overall satisfaction rating	Consumer Surveys	All clients served	Quarterly	QI Team	01-2016 Satisfaction

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	with treatment services provided.					
<b>Quarter One</b>						
<p>105 Respondents              82.37% of clients indicated that they are satisfied with the treatment program. Over 55% of the 82.37% rated their satisfaction as above average.              85.19% of clients indicated that they would refer a friend or family member for services here. 57.41% of the 85.19% rated their treatment as above average.</p> <p>The Quality Assurance team suggested that this statistic be placed on the website for clients and stakeholders to review.</p>						
Responsive-ness to community	90% of community stakeholders surveyed will express overall satisfaction with services	Stakeholder Survey	Identified list of community stakeholders	Quarterly	QI Team	01-2016 Satisfaction
<b>Quarter One</b>						
<p><b>Process improvement:</b>              Replying to first quarter’s low response, several mechanisms were used in order to generate a larger data collection. The mechanisms used were:              Larger quantity of stakeholders pursued for surveys              Utilizing two methods to collect data: standard mail, phone and email</p> <p><b>Data Analysis of Survey’s Collected:</b>              45 surveyors contacted.              The amount of surveys returned was 22 or about 48%.              Majority of surveys collected were by phone.              Overall satisfaction rating was 91.7%.</p>						

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<b>Primary statements include:</b> <ul style="list-style-type: none"> <li>• Intake process is quick and thorough</li> <li>• Staff are really responsive</li> <li>• Services should be more visible</li> <li>• Service unknown</li> <li>• More classes on prevention and self-awareness in the community</li> <li>• Posters and pictures of consequences of alcohol and drug abuse</li> </ul>						
Customer Service	70% of clients will report that they received above average or better Customer Service while in treatment	Consumer Survey	All clients served	Quarterly	QI Team	01-2016 Satisfaction Effectiveness
<b>Quarter One</b>						
88.3% of clients in Q1 at exit rated the staff average or above in customer service. 82.66% of the 88.3% rating staff above average to excellent in the areas of customer service. The team will continue to monitor this statistic.						

### HUMAN RESOURCES

Indicator	Goal	Data Source	Application	TIMING	Obtained by	Date of Goal Origination and Type of Measure
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Employee Satisfaction	Solicit information from employees in order to measure Employee Satisfaction; goal of 80% overall satisfaction with company.	Employee Surveys, Focus Groups	201 – 201 Fiscal Year	Bi-annually	Quality Improvement Team HR Department	01-2016 Satisfaction
<b>Annual Report</b>						

### SERVICE DELIVERY PERFORMANCE IMPROVEMENT GRID

#### ACCESS TO CARE Screening, Referral and the Availability of Services

Indicator	Goal	Data Source	Application	Timing	Obtained By	Date of Goal Origination and Type of Measure
Client's understanding of expectations at Orientation.	80% of clients will report that they were satisfied with orientation to treatment and	Client Surveys	All Clients seeking services	Quarterly review of satisfaction surveys and exit interview	QI Team	01-2016 Access Efficiency

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	education of expectations.					
<b>Quarter One</b>						
<p>90.8% of clients in Q1 at entrance reported that they were satisfied with orientation. 74.71% of the 90.8% of the clients reported that their experience in orientation was above average.</p> <p>Education of the effects of drugs and alcohol being the most important goal for clients upon entrance. 70.80% of clients upon entrance selecting this information as their primary goal.</p> <p>The quality assurance team noted that over the last few years the admission staff has stated that some clients have commented that the client handbook is not very easy to understand. The quality assurance team and the admission team have decided to work together to improve the handbook and easier to read and understand.</p>						

### RESIDENTIAL SERVICES

Indicator	Goal	Data Source	Application	Timing	Obtained By	Date of Goal Origination and Type of Measure
Improved Emotional Well Being	70% of all clients will report that their Emotional Wellbeing improved while in treatment.	Consumer Satisfaction Surveys; follow up survey	All active clients	Quarterly review of satisfaction surveys and exit interview	QI Team	01-2016 Effectiveness
<b>Quarter One</b>						

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<p>45.16% of clients in Q1 at entrance reported that their emotional wellbeing was above average          60.78% of clients in Q1 at exit reported that their emotional wellbeing was above average          On average clients are trending towards a more positive emotional wellbeing after being exposed to treatment.</p>						
Improved Physical Health	70% of all clients will report that their Physical Health improved while in treatment	Consumer Satisfaction Surveys; follow up survey	All active clients	Quarterly review of satisfaction surveys and exit interview	QI Team	01-2016 Effectiveness
<b>Quarter One</b>						
<p>46.74% of clients in Q1 at entrance reported that their Physical Health was above average          75.27% of clients in Q1 at exit reported that their Physical Health was above average          On average clients are trending towards a more positive Physical Health after being exposed to treatment. This quarter reflecting a 29% increase.</p>						
Improved Relationships	70% of all clients will report that their personal Relationships have an above average or better improvement with family and friends while in treatment	Consumer Satisfaction Surveys; follow up survey	All active clients	Quarterly review of satisfaction surveys and exit interview	QI Team	01-2016 Effectiveness
<b>Quarter One</b>						
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### OUTPATIENT SERVICES

Indicator	Goal	Data Source	Application	Timing	Obtained By	Date of Goal Origination and Type of Measure
Improved Emotional Well Being	70% of all clients will report that their Emotional Wellbeing improved while in treatment.	Consumer Satisfaction Surveys; follow up survey	All active clients	Quarterly review of satisfaction surveys and exit interview	QI Team	01-2016 Effectiveness
<b>Quarter One</b>						
37.12% of clients in Q1 at entrance reported that their emotional wellbeing was above average 83.67% of clients in Q1 at exit reported that their emotional wellbeing was above average						
Improved Physical Health	70% of all clients will report that their Physical Health improved while in treatment	Consumer Satisfaction Surveys; follow up survey	All active clients	Quarterly review of satisfaction surveys and exit interview	QI Team	01-2016 Effectiveness
<b>Quarter One</b>						
39.57% of clients in Q1 at entrance reported that their Physical Health was above average 73.27% of clients in Q1 at exit reported that their Physical Health was above average On average clients are trending towards a more positive Physical Health after being exposed to treatment.						

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Improved Relationships	70% of all clients will report that their personal Relationships have an above average or better improvement with family and friends while in treatment	Consumer Satisfaction Surveys; follow up survey	All active clients	Quarterly review of satisfaction surveys and exit interview	QI Team	01-2016 Effectiveness
<b>Quarter One</b>						
<p>27.33% of clients in Q1 at entrance reported that their relationships was above average          69.52% of clients in Q1 at exit reported that their relationships was above average          On average clients are trending towards a more positive relationships after being exposed to treatment. This quarter reflecting a 41% increase. The clients are reporting that this area has the most impact in their lives. During a Wants and Needs group lead by the quality assurance team on February 10, 2019, additional questions were asked to better understand what creates this marked improvement. The following was noted:          Family members feel more optimistic about client’s desire to change when they are engaged in treatment          Family members receive more education on effective methods of treatment while the client is in treatment          Family members and friends are requested to participate in treatment          The quality assurance team is working with the clinical team to develop a plan to increase the involvement of natural supports into treatment services</p>						

### ACCOMODATION REQUESTS

Quarter 1	Quarter 2	Quarter 3	Quarter 4	Recommended Actions and Comments
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0				Will continue to monitor and educate
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### CLIENT FORMAL GRIEVANCES

Quarter 1	Quarter 2	Quarter 3	Quarter 4	Recommended Actions and Comments
0				Will continue to monitor and educate

### INCIDENT REPORTS

Quarter 1	Quarter 2	Quarter 3	Quarter 4	Recommended Actions and Comments
<b>Residential</b> 18 Medical Incident 3 MH Crisis 2 Suicidal Ideations 2 Left ACA 2 Contraband/ Rule Violation				<b>Trends:</b> Location is not consistently identified appropriately on the form. It is imperative that the staff put the actual primary location where the incident occurred... (Farmhouse, Treatment Center, Outpatient).

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<b>Farmhouse</b>				
2 AWOL 1 Fighting 1 Assault				
<b>Outpatient</b>				
0 Incidents				

### Definitions:

**Client Satisfaction Survey:** A survey that is conducted by the admission team at entrance and counseling team at exit. This survey must include domains such as choice in treatment planning and effectiveness of treatment. The quality assurance team will look at a minimum of two chosen areas (ie. Customer service, recommendation of program to a family member or friend) per year to determine an overall balanced view of customer satisfaction with Comprehensive Community Services.

**Employee Satisfaction Survey:** Is an annual satisfaction survey of employees conducted by Comprehensive Community Services corporate office. This survey must include domains such as satisfaction with professional development, advancement and access to supervision.

**Stakeholder Satisfaction Survey:** Is an annual satisfaction survey of stakeholders conducted by the Comprehensive Community Services quality assurance team. This survey must include domains such as satisfaction with responsiveness, access to care and effectiveness of treatment.