

Annual Quality Improvement Report 2015

Broward Children's Center is committed to providing quality person/family centered services which are based on individual needs and preferences in safe and enriching environments. Broward Children's Center's Quality Improvement system is designed to measure the characteristics of persons served and the satisfaction, efficiency and effectiveness of its programs and services as well as to evaluate these measures for the purpose of enhancing our overall quality and moving it closer to achieving its mission, vision and values.

The Quality Improvement Outcomes Management Report is an attempt to assess how we are doing with this process and to develop a systematic process for evaluating the effectiveness and efficiency of the results achieved by the persons receiving services and their individual satisfaction with those results. This report is based on an analysis of the following questions:

- **Who are we serving?**
- **Are we effectively and efficiently meeting the needs of those we are serving?**
- **Are the services provided meeting the needs of the persons served?**
- **Are the people we are serving satisfied with the services that are provided?**

Interdisciplinary teams review the data collected to answer the above questions and meet to discuss progress and to make necessary revisions to the programs so that they reflect the needs of the persons served. This report is a summary and evaluation of factors that are both measurable and indicative of program quality. Information and recommendations will be integrated into the agency's decision making process as we continually enhance and improve programs and services.

Indicators Identified for Monitoring Aspects of Care

Effectiveness

Our goal was to minimize the percent of residents treated for tracheal infections. Our target was for less than 10% of persons served with tracheotomies will require treatment for tracheal infections. We were able to reach our goal by having an annual average of 5% outcome. We were able to achieve this goal with ongoing staff education with seasoned staff as well as new employees. In addition monitoring of environmental aspects as well as ensuring proper care and techniques were being performed.

Efficiency

Our goal was to meet the quarterly budget expense for the use of oxygen, with no more than a 15% variance over budget. We exceeded our goal by having an overall outcome of 2% under budget.

Completed an internal assessment and analysis of oxygen flow meters while in use and on standby. We discovered continuous oxygen flowing even though the meters presented to be off. Meters were replaced causing a 38% over budget in one quarter to decrease to an average of 30% under budget in the remaining three quarters. With the direction of the Medical Director we also monitored the need for oxygen percentage in use on residents with adequate oxygen saturations levels and adjusted accordingly.

Service Access

Our goal was to maximize activities that were requested by the residents. Our target was to ensure that at least 85% of the requested activities were planned and attended. Resident's requests were discussed during Resident Council Meetings and they were scheduled and organized as appropriate. Although some of the requested activities were considered inappropriate by the Recreational Therapist, they were replaced with more appropriate options. We were able to reach our goal by having 90% of activities requested accomplished.

Satisfaction

Our goal was to ensure overall customer satisfaction through Community Participation Activities. The Center's participation in community committees and action groups as well as advertisement and attendance of fundraising events was surveyed. Marketing strategies including effectiveness in communicating with the community through a variety of formats including newsletters, brochures, videos and our website were also included in the survey. We did not reach our overall satisfaction goal of 85%. Although our overall results were 70%, we did an additional review of individual areas and recognized that our marketing strategies was noted as our biggest weakness. Currently we have reconstructed our marketing department and are developing relationships with new entities and repairing relationships with current ones.

We look forward to the exciting challenges that come from expanding our uniqueness and further developing a niche for ourselves so that we remain a strong and viable leader in the provision of services for children, adolescents, and young adults with special needs.