



Annual Quality Improvement Report 2017 - 2018

Children's Comprehensive Care Center is committed to providing quality person/family centered services which are based on individual needs and preferences in safe and enriching environments. Children's Comprehensive Care 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 blood infections in residents who have a central line in place either for Total Parenteral Nutrition (TPN) or medication administration. Our target was 100% of residents who have a central line in place will remain free from blood infections. We were able to reach that goal for 3 out of the 4 quarters. Two residents were diagnosis with blood infections after being admitted into the hospital with signs and symptoms of infection. Treatment was administered while hospitalized and there were no further complications once treatment was completed and both residents were free from infection the following quarter. Infection control practices reiterated with line staff and monitored.

Efficiency

Our goal was to ensure residents who require assistive positioning equipment receive resources needed in a timely manner. Within 30 days of admission, 90% of residents who require assistance with positioning will be evaluated by the therapy department and will receive equipment as recommended. We exceeded our goal by having 100% of residents receiving the needed positioning equipment as recommended by our therapy department.

Service Access

Our goal was to minimize the delay in acquisition of the Home Sweet Home developmental kit on new admissions. All new admissions will receive developmental equipment items as outlined in the Home Sweet Home developmental kit within 14 days. This kit includes age appropriate toys, clothing, personal care items, positioning equipment as well any items requested by the families. With a 90% accomplishment, we were unable to meet our goal at 100% due to a delay with family input for 1 resident. Once input was received from the family, all items were purchased and received within 28 days.

Satisfaction

Our goal was 85% of newly hired employees are satisfied with the orientation process. Ensuring employees receive the appropriate level of preparedness to perform their job safely and productively. We were able to meet our goal with an overall 90% satisfaction with the orientation process. Although our overall goal was met for 3 quarters at 100%, the first quarter with only 60% satisfaction reported. Improvement comments were reviewed with the Human Resource department and actions were taken. Some suggestions included shortening the length of orientation, poor organization, and to provide refreshments and snacks. Although there is a lot of information needed for the newly hired employees, providing a more efficient and organized process has helped in decreasing length of orientation. In addition to suggestions, beverages and light snack are now being provided.

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.