

## **ANNUAL CQI REPORT: FY 2009-2010 (July 2009-June 2010)**

### **Continuous Quality Improvement (CQI) Program**

**CQI Coordinator: Dona Suing, BS in Youth & Community Studies and 8 years of RMYA experience**

The agency's CQI program continues to focus on a variety of agency wide outcomes through quarterly committee meetings in the following areas: Risk Management, Case File Review, and CQI activities. All RMYA Service Programs continue to complete a variety of documentation which is analyzed to evaluate the effectiveness of RMYA services, including, but not limited to: resident exit interviews, guardian satisfaction surveys, youth surveys, resident follow-up forms, parenting and life skills class evaluations, Counseling Center therapist satisfaction surveys, and restraint logs. On a semi-annual basis, RMYA's environmental safety audits, emergency/disaster plan drills, training program evaluations, and supervisor evaluations are conducted, reviewed, and evaluated. On an annual basis, RMYA asks for feedback regarding agency services and performance from the following groups: all RMYA employees, stakeholders, residents/clients, foster parents and volunteers/interns.

The CQI program continues to involve the active participation and collaboration of all RMYA employees. Senior management employees are responsible for conducting CQI activities, while a CQI Coordinator ensures all CQI activities are completed. This holds true with COA's belief that CQI activities should be a collaborative effort with as many employees involved in the process as possible.

A few important highlights of RMYA's CQI activities over the past fiscal year are summarized and listed below.

#### **1. Annual Stakeholder Survey**

In June 2010, 98 Stakeholder Surveys were sent out to the community. Although 18 email addresses were determined to be invalid, 18 responses (18.4%) were completed and received. Those that completed this survey were represented by the following: 5.6% were Funding Sources, 66.7% were Referral Sources, 5.6% were Service Providers, 16.7% were Parents/Legal Guardians, and 5.6% were identified as Other.

100% of the stakeholders who responded were familiar or very familiar with one or more specific services that RMYA provides. 100% also agreed or strongly agreed that services are conveniently located and that RMYA does not discriminate in provision of services.

Three items on the questionnaire received at least one rating of "disagree". One stakeholder (5.6%) disagreed that we provide culturally sensitive services, but provided explanation that they were unsure if we incorporate cultural activities in our services. (We do incorporate cultural activities at the programs.) One responder (5.6%) also disagreed that we are known for integrity and ethical practices. Five responders (27.8%) disagreed that they were aware of opportunities to help the organization improve services.

Ten stakeholders responded to the question "Do you know of any needs of children or families that are not being met by RMYA?" 60% of these responders said "no" or that RMYA does "an outstanding" job. One responder noted that they would like to see more development of the Foster Care Program as part of our continuum of care. One

stakeholder wrote that they would like to see the needs of children with low IQs to be addressed, although due to our licenses, we cannot provide this service. Another stakeholder wrote that they would like to see RMYA offer home-based services, which are cost prohibitive. In addition, one responder said that they felt all children in placement were not assessed and moved on to long-term placement, but our agency does not make this determination.

Overall, the majority of our stakeholders support our programs and are satisfied with our services.

## 2. Annual Staff Satisfaction Survey

In April 2010, the annual Staff Satisfaction Survey was distributed among all RMYA employees in staff meetings; 108 surveys were completed and returned to the HR Director, who compiled the results. Highlights of the survey include:

**KEY: A - Agree D - Disagree N/A - Not Applicable**

**Measured in %**

Any total percentages not equaling 100 indicate no answer or multiple answers.

<b><u>Policies and Procedures</u></b>	<b>A</b>	<b>D</b>	<b>N/A</b>
I have access to the RMYA program manual.	95	0	0
I support and follow RMYA's policies and procedures.	94	2	1
I am aware of our harassment policy.	97	0	0
I am aware of our grievance procedure.	96	.9	0
<b><u>Administration/Governance</u></b>	<b>A</b>	<b>D</b>	<b>N/A</b>
I know the name of our CEO.	94	9	2
I know who to report any concerns (about kids, my job, the program, etc.) to.	97	0	1
<b><u>Financial Awareness</u></b>	<b>A</b>	<b>D</b>	<b>N/A</b>
I know RMYA is a United Way Agency.	96	2	0
<b><u>Human Resources</u></b>	<b>A</b>	<b>D</b>	<b>N/A</b>
I am fairly compensated for the job I do.	59	34	2
Opportunities for advancement are made known to me.	72	16	8
RMYA implements changes based on the feedback received by personnel.	77	13	6
<b><u>Staff Training and Development</u></b>	<b>A</b>	<b>D</b>	<b>N/A</b>
Pre-service training helped prepare me for my position.	72	5	19
<b><u>Work Environment</u></b>	<b>A</b>	<b>D</b>	<b>N/A</b>
I am aware of all confidential and HIPAA requirements.	97	3	0

I believe RMYA exceeds expectation in the following areas: (Top 4 Answers)

1. Care and services RMYA provides to children, families, and the community
2. Supervisor's willingness to help/leadership
3. Training
4. Work Environment

I believe RMYA has room for improvement in the following areas: (Top 4 Answers)

1. Increase in pay
2. Consistency throughout the programs
3. Communication among RMYA programs
4. Charter School

### **3. Annual Training Program Evaluation**

RMYA continues to evaluate its training program on a semi-annual basis. Information is gathered from staff who fill out in-service evaluation forms at the end of each in-service session offered. Based on this feedback throughout the year, current in-services are updated and new ones are added. During the last fiscal year, staff suggested that they would like in-services offered on the following topics: Leadership Training, Team Building, Time Management, and Nutrition. (NB: At this time, a Nutrition in-service has been added to the training program.) Staff also noted that they would like more information on Counseling Center history included in the History of RMYA in-service and that they would like new information to be covered in the Behavior Management in-service. In addition, staff would like for the information presented at in-services to include all RMYA programs and not be program specific.

In the past year, staff rated all in-services with a rating of “good” or “excellent”. The in-services consistently rated the highest are: Responding to Signs of Physical Distress (Nurse Mary Jo Stroup), Stress & Relaxation (Kari Conyers), Cultural Awareness & Effect in Treatment (Teresa Maldonado), Off-Campus Procedures (Danielle VanValkenburg & Jennifer Gonzalez-Umphres), How to Write an Incident Report (Roland Davis), Human Trafficking (Chelsea Ball), and Understanding How Staff Behavior Influences Residents (Chris Richards).

### **4. Resident Exit Interviews and Guardian Satisfaction Surveys**

When a resident is discharged from one of our programs, they have a chance to rate their experience while in residence at RMYA. Legal guardians also have the opportunity to fill out a satisfaction survey at the time of discharge. Over the past fiscal year, the results of these were extremely positive and both children and guardians were pleased with the services they received. Out of 364 Resident Exit Interviews completed, 88.01% of youth in our care said that their stay was helpful. Out of 252 Guardian Satisfaction Surveys completed, 89.45% of guardians were satisfied/happy or totally satisfied/very happy with their overall RMYA experience. Several of their additional comments can be read below.

#### **Resident Responses to “Was your stay helpful?”:**

- Yes – Because I learned a bunch.
- Yes – It taught me how life could be good.
- Yes – Because it taught me stuff that would help me in life.
- Yes – Because they supported you and gave you good care.
- Yes – I had lots of help when needed.
- Yes – I learned to take a time out and get along with others.
- Yes – I was able to go to school and get a job.
- Yes – I do not want to leave.
- Yes – I had a good talk with a therapist.
- Yes – It helped to calm down and see others have it worse.
- Yes – It makes me feel like home in hard times.
- Yes – It helped me calm down.
- Yes – It helped me learn more about myself.
- Yes – Helped with my anger, problems, and to stay off drugs.
- Yes – Now I have plans.
- Yes – It gave me a place to go.

- Yes – It helped me have good peer relations.
- Yes – It showed me that I can control my temper.
- Yes – By not having to live on the streets.
- Yes – I'd rather be here than home.
- Yes – They talked to me and influenced me to stay out of trouble.
- Yes – I'm appreciative.
- Yes – The shelter was home.
- Yes – It made me think about how responsible I should be at home.
- Yes – I stayed sober and away from a bad environment.
- Yes – It helped me calm down and not turn to always fighting.
- Yes – It helped me realized what I have.
- Yes – I had time to think.
- Yes – Wonderful people that try to help.
- Yes – It helped me stay out of trouble.
- Yes – I learned different coping skills.

**Additional Comments written by Parents/Legal Guardians:**

- It was great, child really enjoyed program.
- I liked the constant contact with the facility. It made me aware at all times how she was doing.
- Employees are always friendly and able to answer questions.
- Keep up the good work.
- Drastic Improvements.
- Great boundaries, regular counseling, on-campus school, various activities.
- House-like setting, friendly and caring staff, positive behavior management.
- Cares about the clients. The therapy has been great. Not giving up on clients. Thanks for everything.
- They maintained great communication; serviced my client expeditiously when asked.
- Good communication.
- Communication is awesome.
- Staff was extremely helpful and polite. Always willing to assist.
- Facility met all needs and was able to provide caseworker with info. Great experience.
- Great staff – easy to communicate with.
- Everything was very good and nice.
- Always been great.
- Thank you for helping our family in crisis.
- Just thank you.
- Job well done.
- Services have been very helpful to family.
- Did their best with what they were handed. Thanks Roy Maas.
- Very nice staff.
- Everyone did a wonderful job. Thanks from parents.
- Thank you for everything.
- Keep up the great job.
- Thank you for giving child a place to feel secure and belong and that there are ways to follow rules positively.
- Thank you and may you continue the good work you do.
- RMYA is an awesome program.
- Thank you for everything. I would recommend this facility to anyone. Your organization has had a positive impact in our lives.

## **5. Maintenance of Accreditation (MOA) Report**

In April 2010, RMYA submitted its required annual MOA report to COA (Council on Accreditation). This is a requirement the agency must complete annually during the first four years of our COA accreditation to demonstrate the agency's continued pursuit of improvement. Due to the growth and effectiveness of Risk Management and Case Review activities in the past year, the area of Case File Review in regard to medication administration was chosen as the focus of this year's MOA report. The report provided evidence of the significant effort to improve documentation on medication logs and the procedures put in place in an attempt to reduce medication errors.

## **6. Agency Improvements Resulting from CQI Activities**

Based on reports at quarterly Risk Management, Case Review, and CQI Committee meetings, the following developments were made in FY 2009-2010:

- a. The Staff Support Team (SST) was created to provide additional, continuous on-campus support to MeadowLand staff. The SST is comprised of veteran staff members who are available to trouble-shoot and assist staff with a quick response time.
- b. Medication administration guidelines and documentation forms were modified and updated to help reduce the number of medication error occurrences.
- c. A streamlined process of determining program eligibility over the telephone was developed for use at the Counseling Center.
- d. A list of individual staff's required, deficient, and fulfilled in-service hours have been included on Annual Staff Evaluations to help staff complete and be aware of their continuous training requirements.
- e. An ordered checklist of required documents was included in each Resident File to help make documentation more consistent, organized, and complete.

If you would like more information about our CQI Program or more information about any of the CQI activities and data discussed in this report, please contact CQI Coordinator Dona Suing.