

**ST. MARY’S HOME FOR CHILDREN
PQI QUARTERLY REPORT**

Fourth Quarter: October-December 2017

Introduction: The PQI Quarterly Report provides an overview of our PQI Committee accomplishments. The Committees are an important element of the many PQI processes in place. This Report is shared with staff, the Board of Directors and stakeholders via the agency website. It is only a review. More detailed information can be obtained by contacting a member of a committee, or by reviewing meeting minutes.

Executive Note: In this report, you will read about our numerous accomplishments during the last quarter. We are pleased to see an increase in PQI Committee participation as well as representation from all agency departments. New members and new ideas are catalysts for improvement. Our committees create and implement initiatives that strengthen our services, our processes and our attention to employee well-being. We are fortunate to have so many dedicated staff members who are instrumental in moving our agency forward.

PQI Note: It’s been another successful year for the PQI Committees, which are an important element of our overall Agency PQI Plan. The complete PQI Plan is under its annual review and will be distributed to all in the coming weeks. Also, please be on the lookout for many Year-End data summaries and an Annual Scorecard where we will show 2017 PQI data in one brief report. We continue to develop and enhance our PQI systems and processes, and benefit greatly from everyone’s participation and input – Thank You for a great year!

Contents	Page
Residential Programs Discharge Data _____	2
Critical Incident Review _____	2-3
Safety _____	3-4
Survey _____	4
Staff Relations _____	4-5
Wellness _____	5
LGBTQQ+ _____	5-6
Risk Prevention _____	6
Kids Council _____	6
PQI _____	7
Residential & School Improvement _____	7
Residential & School Admissions _____	7-8
Outpatient Intake _____	8
PBIS and Social Emotional Learning _____	9
Residential Audits _____	9
Outpatient Audits _____	10
Shepherd Client Satisfaction Surveys _____	10-11
Shepherd FISA/ Client Satisfaction Surveys _____	11
Residential Client Satisfaction Surveys _____	11
ARTS Parents Satisfaction Surveys _____	11

PQI

Highlights of Achievement:

- Had a successful PQI Fair in October, resulting in 25 employees signing up to become new committee members;
- Completed a quarterly comparison of the 2016 and 2017 PQI Quarterly Reports;
- We had a member of the PQI committee assist the Residential and School Improvement committee;
- We developed an action plan to update the agency web site;
- We set three priority goals as a committee for the upcoming year.

Goals: Continue to monitor the PQI committee structure, assist committees when needed and facilitate continual improvement agency-wide.

Goals on Hold / Delayed / Discontinued:

Residential Improvement

Highlights of Achievement:

- We finalized the ‘Increased Supervision: Safety Watch / 1:1 Policy’ to improve how the agency deals with one to one and safety assessments (in conjunction with the Critical Incident Committee).
- Exploration of ways to reduce use of physical restraint and increase an understanding of trauma continue to be a focus of this committee, hence trauma informed care mini trainings have been added 2x per year to unit and supervisors meetings and to orientation.
- An observation was done to observe how the zones of regulation are rolled out in classrooms.
- Critical incident data showed some decrease in physical restraint, and it may have some correlation to the increased teaching of trauma informed care and the increased clinical presence modeling this on Houses.
- The Mentoring program is up and running.

Goals:

- The committee goals remain the same: to eliminate/reduce the use of physical intervention within the residential and school programs.
- Ways to improve the agency as a whole by increasing morale.
- The goal for upcoming quarter is to make every effort to reach out to those areas of people who are not represented at our meetings. We will make more of an effort to reach out personally to encourage those to join.

Goals on hold/delayed/discontinued: None

Residential and School Admissions

Highlights of Achievement:

- Systems to centralize residential and school admissions were created and implemented during the quarter. This includes data-entry, tracking of school referrals, and adding school information to the scan system to share relevant information with those who ‘need to know’.

