ST. MARY'S HOME FOR CHILDREN
PQI QUARTERLY REPORT
Fourth Quarter: October - December 2018

Executive Note: We are in the midst of our Strategic Planning process which will set the course for the agency for the next three to five years. The importance and influence of our PQI committees and processes cannot be overstated. As we move the agency forward, our PQI activities will be instrumental in bringing St. Mary's to the next level as an organization. A big shout-out to all our staff who commit their time to organizational improvement!

PQI Note: The October 23rd PQI Fair was well attended with participation from 39 employees. Several Committees report seeing membership increase following the Fair, and the scavenger hunt taught us when you google "Youth Council", our website is the 5th search result – that's amazing! We're seeing our programs recognized and highlighted more and more in the community, where our consumers live and work, which is very important. Consumers – clients, youth, parents, adults and families along with employees, independent consultants and interns - are our most important stakeholders! Ask your supervisor how you can become a part of our stakeholder input systems such as a PQI Committee.

Contents **Page**

Residential & School Programs Discharge Data 2
Critical Incident Review 2-3
CERT / Safety 3
Survey 3
Staff Relations 4
Wellness 4
LGBTQQ+ 4
Risk Prevention 5
Youth Council 5
PQI 6
Residential & School Improvement 6
Residential & School Admissions 6-7
Outpatient Intake 7
PBIS and Social Emotional Learning 7-8
Residential Audits 8
Outpatient Audits 8
Shepherd Outpatient Services Satisfaction Surveys 9
Shepherd FISA Group Satisfaction Surveys 9
Residential Youth Satisfaction Surveys 9
Residential Parents Satisfaction Surveys 9

Residential & School Programs Discharge Data Overview xxxxxxxxxxxxxxxxxx

Residential (3 discharges during the quarter)
All 3 to less restrictive settings (reunification; pre-adoptive; kinship foster care);
All eligible to enter BBI Aftercare Program and all participated;

Stabilization & Assessment Center (discharges during the quarter)
12 discharges during the quarter;
7 of those were planned:
- 2 to reunification;
- 3 to semi-ILP or Job Corps;
- 1 to Congregate care out-of-state;
- 1 moved back to home-state with state assistance.

5 of those were unplanned – discharged to AWOL.

ARTS (discharges during the quarter)
5 discharges during the quarter;
3 to reunification (60%); 1 to DCYF foster care (20%); 1 to in-state congregate care (20%).
All clients discharged planfully due to achieving their goals.

School (1 discharge during the quarter)
Discharged from residential program and school; will attend public school.

BBI Aftercare Program (discharges during the quarter)
1 discharge during the quarter was due to a return to congregate care placement.

***Data Source**: Clinical RTX and School Notice of Change Forms*
Goals: Continue to track and report data, expanding where it is reported and where it is used to help drive decisions over time; continue annual reporting; introduce BBI Follow Up data to assess longevity of stable residence, housing and schooling post-discharge.
Goals on Hold / Delayed / Discontinued: N/A

Critical Incident Review xxxxxxxxxxxxxxxxx

	Jan.	Feb.	Mar.	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.
Residential Restraint Rate	2.5	1.9	1.9	2	3.1	.7	1	1.1	1.4	2.9	1	1.7
Day Student Restraint Rate	0	0	0	0	0	1.4	.6	1.7	2.6	6.7	6	1.6
Staff Debrief Percentage	80%	89%	70%	86%	47%	33%	69%	100%	88%	88%	88%	92%

Goals:

- Implementation of residential and school action plan based on the Six Core Strategies for Reducing Seclusion and Restraint Use;
- Debriefing 100% of all restraints;
- Reschedule NP PD Chief to speak with High School classes and Fire/Rescue to meet elementary;
- Consistent restraint reduction.

Goals on Hold / Delayed / Discontinued: None

CERT / Safety Committee xxxx

Staff Relations xxxx

Risk Prevention xxxx

PQI xxxx

- 8 referrals for the Hills Assessment & Stabilization Center were received during this quarter; all 8 referrals were admitted into the program;
- Our Campus School received 3 referrals this quarter; all 3 referrals were admitted;
- We also received 3 referrals for the BBI Aftercare Services, all 3 referrals were admitted into the BBI Aftercare Program

Goals:

- Continue to implement the new Family Finding protocol as part of the intake process.

Goals on Hold / Delayed / Discontinued: None

Outpatient Intake xxxx

- Equine Therapy (10 sessions on campus) was a huge success! Certificates and photos were given to students at the November Awards Assembly and two of the small horses were part of the assembly and they were a big hit in the gym!

Goals:

- Communicate more explanation regarding the PBIS graphs when sent out starting with the second quarter;
- Continue to work on obtaining funding sources for Technology expansion in the classrooms that will enhance academics and SEL
- Project Based Learning will be added to the curriculum during this school year

Goals on Hold / Delayed / Discontinued: None

Residential Audits (ARTS, Residential, Assessment Center)xxxxxxxxxxxxxxxxxxxxxxx

Highlights of Achievement:

- The key clinical tracking system continued, providing a snapshot of documents filed available for viewing at any time;
- Preparation work for the transition to Best Notes took place through the quarter. This included the establishment and set-up of all medical, clinical and BBI calendar appointments in a way that will allow for easy search / easy DCYF reporting; creation of Progress, Contact, SOAP and Nursing Notes; establishment of user groups / restriction rights; training of the records and intake departments; all clients data entered; and initial staff training as highlights.

Goals:

- Continue implementation of Best Notes into residential, BBI and Nursing;
- Continue efforts to improve timeliness, and all required, documents in record.

Goals on Hold / Delayed / Discontinued: None

Outpatient Audits (EOS, CFTT, STAAR, SAFFE, OSP, Office Based)xxxxxxxx

Highlights of Achievement:

- As planned, we will report audit compliance for the year 2018 in the next PQI Quarterly (*final data is obtained at the 2018 Q4 Audit being held on January 30, 2019*).
- A re-vamp of the audit process and forms are underway maximizing Best Notes' reporting abilities. By maximizing the system's ability to report compliance, we free staff time for a more meaningful peer-review process.

Goals:

- We are on track with Best Notes implementation in residential, BBI and Nursing, which keeps us on track for explore if the SAE can be made into a Med/Clinical tab;
- Global tags for outside individuals who are affiliated with multiple clients to be further explored;
- Continue to work toward having all records up-to-date with all key clinical documents at all times.

Goals on Hold / Delayed / Discontinued: N/A

Consumer Satisfaction Surveys xxxx