

# PQI Quarterly Newsletter

## Q2 2021

### EXECUTIVE NOTE

I'd like to highlight a couple of things: our rate of vaccination and an exciting new initiative at the agency. Regarding our low vaccination rate, we are very high risk for infection from the Delta variant that is becoming more prevalent in our area. I strongly encourage all staff members to get vaccinated to keep our community safe.

An initiative that we are excited about involved the reconvening of our retention committee and our commitment to review and assess our compensation and benefits structure. We have engaged an HR compensation specialist to work with our team and meet with the retention committee to assist & guide our efforts to improve our current offerings. This process will take at least 3 months – stay tuned!

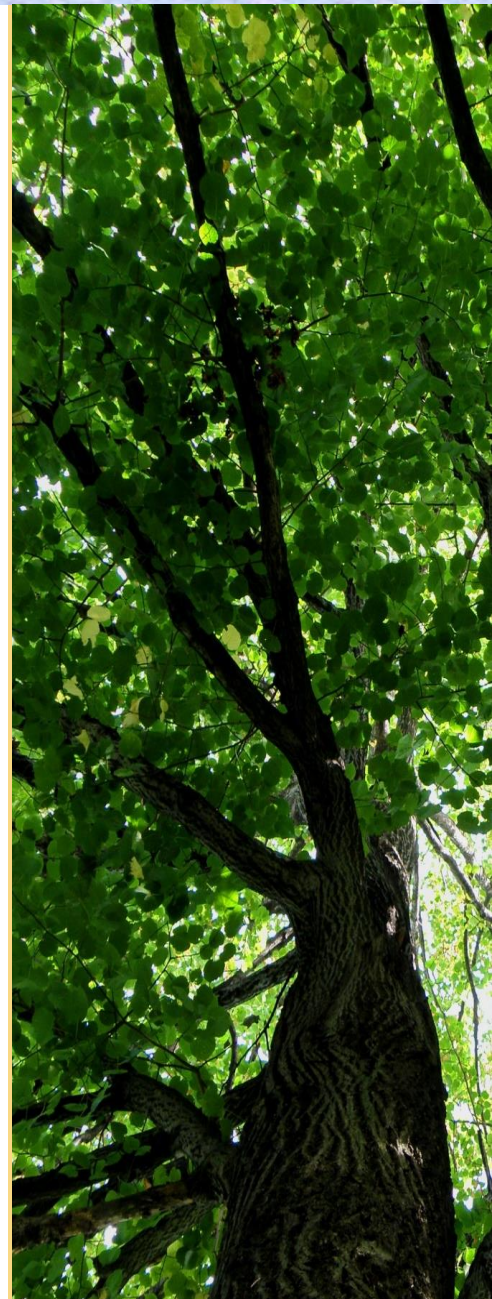
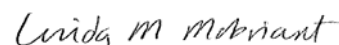


### PQI NOTE

We've distributed and posted a flier to communicate PQI Committee opportunities for staff including their meeting dates, times & locations. Please take a look & consider joining a committee of interest.

Participation provides opportunities to have your voice heard, develop leadership skills and effect positive change at the agency. They're also an excellent way to meet colleagues and have fun – especially with the changed opportunities for socialization due to the pandemic.

I'd like to send a special thanks to all employees who participate on PQI Committees. Your long-standing participation provides support & encouragement for new members, guidance for new Chairs & Co-Chairs, and provides for the transfer of institutional knowledge which you bring to each meeting. These principles are at the core of the PQI Committee structure. *Thank you!*



### INSIDE THIS ISSUE

- Priority Initiatives & Spotlight: COVID Surveillance Testing, Use of Isolation & Vaccination Rates
- Census Data
- PQI Committee Highlights & Achievements

# INITIATIVE SPOTLIGHT

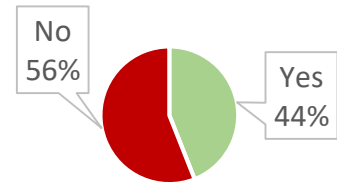
## SURVEILLANCE TESTING, USE OF ISOLATION & VACCINATION RATES

### Actions that have been taken toward the goal of achieving a high vaccination rate at the agency:

- Vaccine clinics were held on campus on February & March 4, 2021 (Moderna, a series of two shots). All staff were eligible to participate in the clinic.
- The Nursing Director held multiple education Q&A sessions for staff interested in learning more about the vaccine, and to better understand and alleviate possible vaccine concerns.
- Multiple staff members consented to sharing why they chose to be vaccinated for a Development Department publication and email blast.
- A second clinic was held on June 29, 2021 which allowed more staff & eligible youth to receive their vaccine on campus.
- Vaccination rates are monitored monthly by the agency PQI Committee.
- The Wellness Committee is developing a flier and bulletin board for August.

*"Getting the COVID-19 vaccine is a personal choice. But there are many good reasons to consider getting the vaccine - among them that the vaccine was developed using science that has been around for decades and it can keep you from becoming seriously ill if you do contract COVID-19. Plus, St. Mary's will have its best chance to protect the children we serve if more staff are vaccinated".*

Agency Vaccination Rate

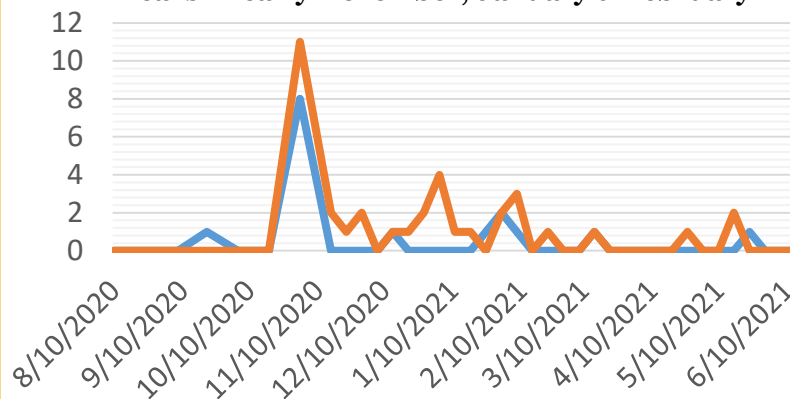


**HISTORY & CURRENT STATUS:** On-site weekly testing began in August of 2020. It is a requirement for staff working on campus, and for youth in the residential & school programs with consent. Rapid testing was introduced in March of 2021 and is used to more quickly rule out COVID for youth exposed by a staff or community member.

While use of the Isolation Unit is safe to stop the spread, it contributes to staff burn-out, is a potential health risk & negatively affects campus-wide staffing. Youth who move to the Unit are disrupted from their routines, separated from peers, community & family. The more staff and community members who are fully vaccinated, the less likely Isolation is to be needed.

In May of 2021, this initiative was expanded to include vaccination rates. Low agency vaccination rates put our residents, students and outpatient clients at risk to exposure. It also has negative effects on face-to-face client time, client time with family & in the community.

Positive test results 8/10/2020 – 6/14/2021  
Peaks in early November, January & February



### Peak Use of Isolation

- April 2020 (28 days)
- May 2020 (25 days)
- November 2020 (13 days, 10 youth)
- February 2021 (10 days, 4 youth)

## 9/2020 – 9/2021 PQI PRIORITY INITIATIVES & STATUS

### RATE OF RESTRAINT

- 2021 YTD rate = .35
- Thank you to all staff whose patience, perseverance and trauma-informed approach is making a significant difference in the lives of residents & day students.

### EMPLOYEE TURNOVER

- The PQI Workgroup held the first meeting on June 10, 2021.
- Additional restructuring took place in the HR department to provide assistance with completion of employee evaluations (which may be a factor in retention).

### CLIENT CLINICAL RECORD AUDITS

- Latest data indicates that clinical records continue to improve - 86% at or above target in RTX and 83% in OP.
- Thank you to all providers for your continued attention to Medicaid documentation requirements.

# CENSUS

## AGENCY CENSUS DATA

Program	2020 Q4	2021 Q1	2021 Q2
ARTS	8	19	17
ASC Hills	9	18	16
BBI Aftercare	7	10	9
CFTT	4	6	7
Day Students	14	16	14
Campus School Residents	--	23	22
EOS	27	27	31
Equine	11	12	20
FISA	6	8	12
FISA Group	6	11	5
HFH Group	9	14	18
MLMC Group	0	0	0
Office Based	101	138	120
OSP	14	21	15 plus 4 PL-OPS
Our Family HFH Group	0	0	0
PRTF Hope	6	6	6
PRTF Horton	7	10	9
PRTF Mauran	6	7	7
SAE	4	8	9
SAFFE	15	18	21
STAAR	26	26	29
All Programs	--	413	391
Unique individuals served	--	289	278

### CENSUS DETAILS

#### Average Agency Daily

**Census: 333.67**

April = 326

May = 331

June = 344

*Data based on Best Notes*

*P – Census Summary Report.*

72 clients (26% of total clients) participated in two or more programs during Q2 2021. This is consistent with the previous quarter.

Data Quality Team members review and correct data where needed. The team meets every eight weeks to ensure there is agency-wide systemic oversight to client data and the system in which it is stored.

Excerpts from the 2021 Q2 Program Census Demographics Report:

- 72 clients (26% of total clients) participated in two or more programs in Q2 2021
- There was 8% decrease in # of unique individuals served from Q1 2021
- Residential programs (PRTF, ARTS, Hills, BBI) decreased number of clients by 11% over Q4 2020
- Office and Community Based programs (CFTT, STAAR, OSP, Equine, SAFFE, and office-based programs and groups) served about the same number of clients as Q1 2021

# PQI COMMITTEE HIGHLIGHTS

## SAFETY COMMITTEE

- Planned & hosted a campus Earth Day Clean Up event which had 17 volunteers. Distributed seeded paper as a Thank You to all participants.
- Worked with the Risk Prevention & Management Committee to expand the amount of employees accessing the One Call Now emergency alert system. Facilitated the necessary policy changes, and implemented a new testing schedule.
- Continue to monitor and follow up on campus needs and projects toward the goal of preventing injuries.

## CRITICAL INCIDENT COMMITTEE

- There was an 80% decrease in the rate of restraint after the most recent Six Core Strategies training. The average rate of restraint in the 6 months prior was 1.43; average rate in the 6 months after was .28.
- Physical Transport (*formerly escort*) training took place in residential & school programs.
- Forward & Backward Transports require an order from Nursing and are formally debriefed.
- The decision was made that all Residential Supervisors will become TCI Instructors.
- A monthly random raffle is being held for staff who receive a 'shout out' in critical incident meetings.

## RISK PREVENTION AND MANAGEMENT COMMITTEE

- Completed and issued a comprehensive Annual Risk Report to the Board of Directors. Began the process of expanding known risks for FY22.
- Revised the Bring Your Own Device (BYOD) Policy.

## RESIDENTIAL PARENT COUNCIL

- Four virtual meetings were held this quarter, with very limited participation. However, knowing that support of the Council makes a difference, meetings are held regardless of the number of participants.
- The Council focused on restructuring & responding to parent's wishes to meet in-person.
- Engagement strategies are being implemented to expand the Council to include parents from PRTF, School & Hills House, and include emailing parents to determine a new Council date & time for in-person meetings.

## WELLNESS COMMITTEE

- Facilitate weekly free virtual Yoga at a new summer time 8am
- Distributed information re: free Blue Cross Blue Shield webinars to all staff (you don't have to have health insurance with SMHFC to participate in them).
- Maintained a Wellness board in the main building that highlighted national trends: April focused on Child Abuse, May on Foster Care & June on Men's Health & PTSD.

## SCHOOL PBIS & SOCIAL EMOTIONAL LEARNING (SEL)

- SWIS data has been integrated into monthly Critical Incident PQI data meetings, and is now part of monthly incident reporting.
- An in person assembly was held for the first time in 16 months, and included recognition for attendance (PBIS), graduation from 8th grade, Social Emotional Learning Participation awards and teacher recognition awards.

## RESIDENTIAL YOUTH COUNCIL

- Engaged youth in activities to solicit input and promote Youth Voice & Choice. For example, "*If you could wake up to a perfect SMHFC, what would it look like*", "*What does being safe look like to you?*" & communication activities. Using input to help make positive changes for youth.
- Focused on staff following individual youth plans.
- Made a St. Mary's Mascot using clay and playdough.

## STAFF RELATIONS

- Staff appreciation this quarter started with agency logo pens, May breakfast treats and an ice cream truck & snacks in June.
- Teacher Appreciation & Nursing Appreciation weeks were recognized with Panera, and Administrative Assistant day with flowers.
- Focus was put into the Starfish Award, with bigger and better recognition for staff, and promotion of the nomination process.

## LGBTQQ+ COMMITTEE

- Hosted a successful Campus PRIDE Event for clients & employees on June 16<sup>th</sup> with the help of many volunteers!
- Provided educational information re: history of PRIDE & Juneteenth Flag meaning, and focused on a Celebrate Your SOGIE educational theme.
- Event included: a DJ, Color Run, tattoos & face painting, arts & crafts including make your own mask, sensory jar, flag, stress ball, bracelets, tie-dye bookmarks, affirmation poster and more!
- Colorful candy, cupcakes & healthy snacks were provided.

## PQI COMMITTEE

- The following data driven reports were presented and are being used in PQI activities taking place throughout the agency:
  - Affirmative Action Plan
  - Annual Surveys (staff, board, clients)
  - FY22 Program Evaluation project was presented
  - Quarterly reports as scheduled (fund raising, census, turnover, restraint, COVID surveillance testing, use of isolation & vaccination rates, client records & staff committees.

## SCHOOL TECHNOLOGY COMMITTEE

- Purchased another Smart Board and cart.
- Converted lab computers to Chrome OS, providing more control over the devices.
- Implemented use of MP3 Players as a support for youth.
- Rolled out Smoothwall Classroom Manager, allowing teachers to have real time monitoring of what youth are doing on their Chromebooks.