



QUALITY IMPROVEMENT NEWSLETTER

July 2007

CARFI CARFI CARFI CARF 2007



Last month, the good people at CARF visited SCI. June marked the anniversary of our *first* CARF accreditation as well as the time for our re- accreditation.

How did we do? **GREAT!** The CARF surveyors commended the agency and it's staff in *multiple* areas and gladly awarded SCI the highest accreditation status – three years!

Thanks to all – staff, stakeholders, and others – who worked hard to make this possible.



NEW QI TEAMS



Below you will find a list of Quality Improvement teams *new* to our agency.

The **PICNIC TEAM** (Team Leader: **Natasha Gist**) was given the task of developing, organizing and running our annual staff picnic. They sure did a good job, too! Staff had a great time relaxing and mingling with co-workers in a more relaxed, social setting.

Cindi Van Ausdal and her **e-SCRIBING TEAM** will be looking at ways to develop and implement electronic prescribing. The goal is for better efficiency, greater ease for our consumers, and more effective continuity of care in the event of an emergency.

The **WELLNESS IMPLEMENTATION COMMITTEE** (Team Leader: **Marjory Thompson**) will continue the work laid out by the Wellness Development team. They will provide ongoing education as we move collectively toward becoming a healthier – and happier – staff.

QUALITY INDICATOR UPDATE

TIMELY BILLING Billing in a timely and regular manner is important to *any* agency's fiscal management practices.

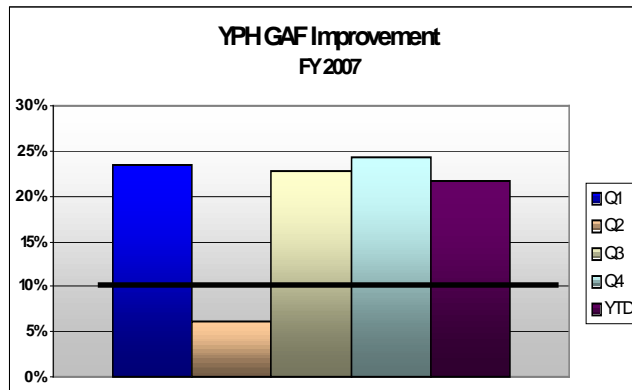
And it is the admirable goal of this agency to bill our major funding source every SEVEN DAYS!

The good people in Information Services and Finance have not only accepted this challenge, but have excelled!

Intervals between billings have averaged seven days or better in 28 of the past 30 months! That's a 93% success rate! The months not meeting the goal only *barely* missed and followed the Christmas/New Year's holiday season. Nice work!

YPH GAF IMPROVEMENT GAF (*Global Assessment of Functioning*) Scores are often used in mental health to indicate how well – *or poorly* – consumers are doing. It is the SCI's goal that consumers will average at least a **10% improvement** in their GAF functioning score at the end of their treatment compared to when they came in.

How are the folks at SCI's **YPH** (*Youth Partial Hospitalization*) doing? Check out the graph below:



The dark black line represents the agency goal (10%). As you can tell, in three of the four quarters and the year-to-date average (21.7%) simply obliterated this goal! (Our kids are getting better!)

IDDT RECOVERY The staff in the IDDT program may not only *tell* you they are doing a nice job. They have the stats to prove it!

The IDDT staff measure various indices of consumer improvement, including days of *hospitalization*, *homelessness*, and *incarceration*. These numbers are collected and reported out in Quality Council.

Although the report is new and the numbers relatively few, early reports are very encouraging! Consumers who attend the IDDT program seem to have *less* days of incarceration AND homelessness as they participate in the program.

HIPAA

E-mail. It is probably one of the most efficient, quickest and easy means of communicating.

But how do HIPAA's confidentiality standards pertain? Can staff be sure the info we email is safe and secure?

Well, yes and no.

EXTERNAL E-MAILS (e-mails addressed and sent to individuals *outside* SCI), all staff need to make efforts to protect consumer privacy by including **NO** identifying consumer information (name, address, etc) in the body of the memo.

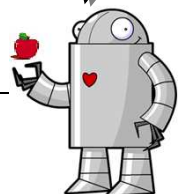
If the email is **INTERNAL** – addressed and sent to someone *within* the agency – the information is secure.



WELLNESS

This month, the **WELLNESS COMMITTEE** distributed it's first of many bi-monthly newsletters. In it, staff can read about such wellness-related topics as *fitness*, *nutrition* and *health*. Offered, too, in each newsletter a yummy – *and healthy* – recipe to try!

Staff are encouraged not only to read the **WELLNESS NEWSLETTER** for important tips and information, but to feel free to contribute any health-related information for publication!



AN ETHICAL MINUTE

ODMH and CARF require that our consumers know of and have access to a list of their rights.

But how knowledgeable are SCI staff?

It is our responsibility to know the rights *and responsibilities* of our consumers. Staff are encouraged to take a few moments to refresh your memory by reviewing the Client Rights brochure or information posted on each unit.



South Community, Inc.
3095 Kettering Boulevard
Dayton, Ohio 45439

Community Version

GET REST A well-rested person is a safe person. Make sure you get enough sleep and vary your tasks and activities when possible. Short breaks (30 to 60 seconds) of stretching and light exercise helps your mind relax.

MEDICATION If you are taking a new medication, make sure you talk to your doctor or pharmacist about potential side effects. Those that affect your judgement, balance, vision, or coordination may make you a candidate for an accident at work or home

Source: American Red Cross Workplace Training: *Slips, Trips, & Falls*.

Hey! Let's Be Careful Out There!



A SAFETY HINT

Slips, trips, or falls.

Every time you take a step you are at risk of being injured as a result of an accident. And people of all ages, occupations, and coordination skills can be at risk.

So how can you keep safe? Here are a couple things to consider to minimize your risk of slips, trips, and falls.

STAY FOCUSED Daydreaming can make you less focused and increase your risk of an accident. If you notice that your focus is waning, just stop what you are doing, breathe deeply/stretch for a few moments, then refocus on your task.

WEATHER Rain, ice, snow, or mud – outside or in – are accidents just waiting to happen. Wear footwear that is slip-resistant and appropriate to the conditions. And report all problem areas.

MANAGE YOUR STRESS Stress and worry take up valuable “cognitive space” and energy and dull the senses. If you feel stressed, try deep breathing, exercise during your lunch break, and talk to your Supervisor on setting appropriate job priorities and expectations. Need an EAP? This free service is offered confidentially by the agency.

BE MODERATE SLOW DOWN. Take smaller steps. Manage time differently by giving yourself more time. **WHEN CARRYING OBJECTS,** take care when the item is too large or bulky. Use a cart or get assistance.

BUILDING PROBLEMS If staff come across slippery floors, poor lighting, clutter or other problems, they are to report these to administration immediately. And watch for and take care around those yellow WET FLOOR signs!



A LOOK AT OTHER QI TEAMS

SCI is dedicated to offering a level of care continuum that best meets the needs of our consumers. For this reason, MED ONLY SERVICES are made available to those consumers who need primarily psychiatric services. The **MED ONLY SERVICES** Team has focused on defining and writing the service descriptions for consumers receiving these services. The team diligently addressed issues such as transition guidelines/ protocols, timelines and needed paperwork.

The **ELECTRONIC RECORDS** Team will be exploring the requirements needed for SCI to transition to electronic records. This team's role is discovery in nature and represents only the first of many steps before this goal is reached.

SOME QUICK NOTES

CONGRATS TO OUR STAFF! The following SCI staff were recognized on the most recent *Client Satisfaction Survey* by name for their OUTSTANDING service:

Sondra Jones, Pam Bailey, Dr. Chris Bohmer, Dave Lewis, Dr. Jan Mautz, Liz Smith, Julie Hood, Pam Macha, Beth Mills, Michelle Stewart, Kate Scarpero, Jeanette Tron, Cari Bryant, Renee Boomershine, Dr. Bowers, Beverly Garrett, and Dr. McCray.

QUALITY QUOTE OF THE DAY:

We are prone to judge success by the index of our salaries or the size of our automobile rather than by the quality of our service and relationship to mankind.

-Dr. Martin Luther King Jr.