



QUALITY IMPROVEMENT NEWSLETTER

July 2010



In the last newsletter, we introduced the agency's first recipients of the **EFFICIENCY AWARD!**

As you may remember, this award in which *money, time, resources, or energy* are saved or in which *and barriers for clients or staff* are reduced.

Please join us in congratulating this quarter's winners of the EFFICIENCY AWARD:

Pat Treon (Stroop) Pat was instrumental in improving the cumbersome stamp process for client satisfaction mass distribution. Her efforts have saved the agency time, money, *and* staff stress.

Joanie Kistler (KBLL) Joanie developed a color-coded medication card system for clients. This has been a great time saver for both clients and staff. And because it streamlines the refill process, customer service has improved!

NICE WORK!

CARF!

As many of you know, we were visited in April by the good people at CARF.

May 2010 marked the anniversary of our *second* CARF accreditation. And it was time for our recertification.

So how did we do?

WE DID A GREAT JOB! The CARF surveyors commended the agency and staff in *multiple* areas. And *South Community* was awarded the highest accreditation status – three years!

Thanks to all – staff, stakeholders, and others – who worked hard to make this year's survey a success!



Just a Reminder ...

July 24th and 25th marks the dates of the **Young's Charity Bike Tour**.

Interested in competing? Check out the Youngs website (www.youngsdairy.com/biketour/).

Interested in cheering? Come on up to **Young's Dairy**, 6880 Springfield Xenia Road (SR-68) on the afternoon of the 25th. You can welcome back the cyclists ... and eat a little bit of ice cream while you're at it!

Current Teams and Committees

Below a brief update on a few of the many quality improvement activities going on around South Community.

The **eISP Team** is developing an efficient and user-friendly system to allow clinicians to create and store client ISPs within our CATT system. Thanks to our great IT Department for all their help.

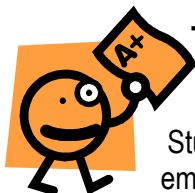
ALISON RICE and her **Picnic Team** did a great job organizing this year's agency picnic. The food was yummy and the activities were very fun. What a terrific opportunity for staff to get together outside the work setting. Thanks, team!

The **Forms Team** (**LEADER: LINDA MAST**) is working hard to get our agency forms up to snuff. *Their job?* To update, organize and create a centralized location for all forms, and to improve staff access to these forms. The team is also working on written processes to assure all forms are up-to-date in the future.

THE QUARTER'S QUALITY QUOTE

Give me six hours to chop down a tree and I will spend the first four sharpening the axe.

Abraham Lincoln



The Great Employee Report Card

Studies have consistently found that employees with certain positive traits are not only more valuable to their employer but also have among the highest ratings of job satisfaction!

Take a moment to assess your strengths – and areas for improvement.

1. **Dependability:** I try do what I am supposed to do all the time. Others *can count on me* to do what I say I will.
2. **Team Spirit:** I tend to *work well with others to make sure things get done*. It is more important to work together with others for the good of the agency than to seek personal attention and accolades.
3. **Taking Direction:** I am open to *criticism, direction and advice*. I know these are not personal attacks, just direction to help me do my job better.
4. **Trust:** I believe *honesty and trust* are important. I try to stay out of gossip circles, treat others with respect and be truthful, even when it is difficult.
5. **Confidentiality:** A responsible person *respects the privacy and security of work information* – both the agency’s and clients’.
6. **Likeability:** I am friendly and *get along with my co-workers*. A cheerful attitude helps everyone’s morale ... mine, too!
7. **Participation:** I am an *active employee*, involving myself in meetings, quality initiatives, even celebrations.

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8. **Tact:** Some call this “*maturity*” or “*class*”. I try to react to problems with *privacy, decorum, and a focus on a resolution*.
9. **Competence:** There is a value in not only doing my job well, but to *seek out ways to always improve*.
10. **Attitude:** I have a positive attitude and realize this makes work great for everyone else. Folks with sour attitudes tend to bring everybody down.



NICE JOB, STAFF!



The following SCI staff were recognized on the FY10 Q3 client satisfaction survey *by name* for their **OUTSTANDING service:**

Pam Macha, Arlene Mason, Kathryn Davis, Dr. Songer, Heather Stevens, Kim Conley, Kris Cornwell, David Johnson, Joanie Kistler, Dr. Moody, Brenda Perkins, Amy Wissman, Beverly Garrett, Carol Gibson, Barb Gustavson, Katina Harris, Sondra Jones, Dr. Mathias, Shelly Messer, and Sarah Weaver.

Thanks to these and all staff for their dedication to our clients!

What The Office Character are you?

SAFETY TIDBITS

SCI staff are trained each year on how to deal with a variety of safety-related emergencies:

fire, winter weather, tornado, and workplace violence among them.

Emergency Safety Plans are updated annually and are located on each unit. These serve as guidelines to reinforce actions staff and visitors need to take to reduce the risk during emergencies.



THE QUARTER'S QUALITY QUOTE

Character is like a tree, and
reputation like its shadow.

The shadow is what we think of it, but
the tree is the real thing.

- Abraham Lincoln