



QUALITY IMPROVEMENT NEWSLETTER

January 2008

WAY TO GO, MARJORY!

Since our last Quality Newsletter, *Smithville's* own **Marjory Thompson** has been a busy lady! During this time, she has:

- presented at a state conference on *YPH clients' Global Assessment of Functioning (GAF) improvement during treatment*;
 - was interviewed by a local television station on *Client Recovery* in support of the November levy; and
- presented to the OHIO COUNSELORS STATE CONFERENCE on *Incorporating Stress Management into the Workplace*.



Thank you, Marjory, for going above and beyond and for serving as a great ambassador for our agency!

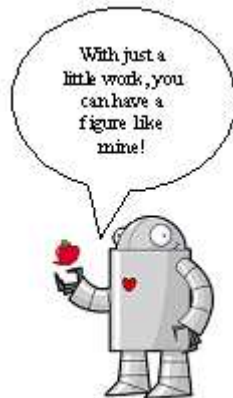


WELLNESS UPDATE

New Year's has come and gone. And with it goes many of the resolutions we promised ourselves that we would keep.

Let THIS be the year that you set – **and stick to** – those promises to be happier, healthier, and more fit!

The SCI-FI team will continue to send out a *SCI Wellness Newsletter* to all SCI staff. In it will be such topics such as **nutrition, exercise, stress management, and recipes** that we hope staff find helpful. The team's goal is to continually



ask staff for ideas to improve our communication and to provide feedback on how the team can be most helpful.

AN ETHICAL MINUTE

Boundaries.

Boundaries - they are a **crucial element** in a staff's interaction with clients.



In mental health, boundaries set a structure for our relationship with the client, giving us a behavioral framework that is consistent, reliable, *and ethical*.

What may be *more important*, however, is that boundaries take into account the **power inequity** in our relationships with clients and set limits for the staff's use of this power.

There are the obvious issues – payment of fees, secondary relationships with clients, and practicing within the scope of one's license. But many times staff may find themselves in situations where determining boundaries are less clear.

For staff – and clients – who are struggling with the issue of boundaries, the main question must be: ***DOES THIS BEHAVIOR SERVE THE CLIENT'S THERAPEUTIC INTERESTS?***

Even if our actions are innocent and well-meaning (not overtly threatening or exploitive), crossing boundaries can have a profound *negative* effect on the client *and* the staff's relationship with the client.

But a bound relationship *does not* have to be an emotionally distant relationship. Clinicians can be warm, responsive and real, and still maintain a protective frame around the relationship.

And clients may have an easier time with boundaries if they can recognize that therapeutic boundaries, as artificial as they sometimes seem, really serve their best interests.

Next quarter we will continue to discuss boundaries by addressing the use of SELF-DISCLOSURE by staff to clients.

QI TEAMS



Below you will find an update of some of the Quality Improvement teams at South Community.

THE BUS SHELTER TEAM (Team Leader: **Lee Dunham**) has been working since late 2005 on establishing a bus shelter for our Kettering Boulevard clients. *And it's here!* Thanks to our neighbors **THE BERRY COMPANY** and **ST. JOSEPH'S TREATMENT CENTER** for their VERY generous donations and to the City of Moraine for their assistance in helping us secure this shelter!

THE E-SCRIBING TEAM (Team Leader: **Cindi Van Ausdal**) has been working since last March on implementing a new system for our Medical Staff to write prescriptions on the computer – *E-Scripting!* The added plus? We are able to keep accurate records regarding our clients' scripts and medications!

THE MED ONLY SERVICES TEAM (Team Leader: **Anita Koerner**) has worked many months defining and revising the processes involved with creating the new service for our Adult clients – *Community Link*.

This service supports the clients’ movement toward recovery by providing modified medication check ups for clients who are clinically stable. The Nursing staff (as Primary Provider) support the clients’ final steps back into the community as they progress through recovery.

THE STAFF DEVELOPMENT COMMITTEE (Team Leader: **Diane Ivan**) recently chartered a sub-team to work on the SCI Health Fair. Staff are encouraged to attend: the Health Fair will be held on April 23, 2008 from 9:00 a.m. to 1:00 p.m. This year we will be holding a “*Healthy Cooking Contest*” – more to come ...

POST-HOSPITAL LINKAGE SCI has a goal of offering an intake appointment to clients within 14 days of their hospital discharge. This linking is an important step in the client’s continuity of care. Consider the graph below:

Over the past four-quarter over **98% of clients** have met this goal! In fact, SCI has offered an intake a mere 7.5 days after discharge, *and this number has decreased consistently* over the past four quarters!

MEDICAL RECORDS CONTROL SCI is constantly looking at ways we can monitor and improve quality – our own as well as with our vendors.

Pam Kaiser recently audited *MicroImage*, the company that archives our records, reviewing over

3500 pages for errors. In these, no errors were present – that’s a 0% page error rate! *Impressive!*

FINANCIAL UPDATE TRACKING Each quarter, the Quality Department reviews all active clients who need a new Financial or Financial Update.

This activity is an important one as the agency makes a continual effort to assure client financial information is current and accurate.

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: **Kate Scarpero, Julie Burns, Sondra Jones, Sarah Pax, Linda Fish, Dr. Moody, Ruth Crum, Linda Parrish, Elaine Pritchett, Linda Leese, Ron Haney, Molly Bergman, Joni Kistler, and Kelly Baker.**

Please give these folks a pat on the back for their fine work if you happen to see them today.

Kudos also to the following:

- ... to our Therapists and *CareLink* Department for doing a GREAT job linking clients from the hospital to outpatient care.
- ... to the Finance Department, CPST Staff and Therapists for keeping Financials up to date
- ... to **Pam Kaiser** for her extensive review and audit of over 3500 medical record pages!



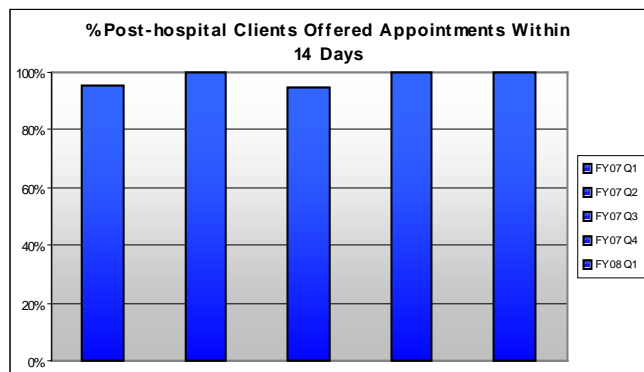
QUALITY INDICATOR UPDATE

CURRENT SCI HOSPITALIZATION The SCI Quality Department regularly tracks the number of active clients hospitalized this quarter.

And there is good news! The number of SCI clients hospitalized in the first quarter of FY 2008 decreased by 14% over the previous quarter and is 8% less than the same time last year!

Another positive is that almost 90% of clients hospitalized had an ISP that was amended! This awareness of and efforts toward addressing problems is a likely key in proactively reducing the number of and need for hospitalizations.

GOOD JOB, STAFF!



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

QUALITY QUOTE OF THE DAY:

*“Don't find fault, find a remedy;
anybody can complain*

-Henry Ford

More to Come Next Quarter ...