



# QUALITY IMPROVEMENT NEWSLETTER

## Fall 2015

### **BE NICE TO YOURSELF!**

Did you ever notice that those who have good stuff going on in their lives always seem so happy?

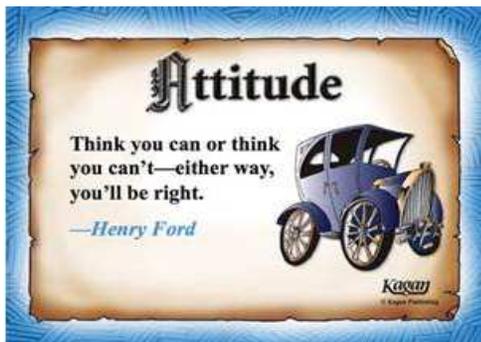
Maybe some of the good stuff happening is **because** they are happy.



Abe Lincoln hit the nail on the head when he said

*"Folks are usually about as happy as they make their minds up to be".*

This is true whether you are at work, at home or with others. It is our attitude – not really the stuff around us – that strongly influences our mood ... and how we get along with others.



*Why talk about this in a Quality newsletter?*

A good outlook helps us better deal with stress and changes, helps us be happier and more productive, and makes us the type of co-worker, family member or person that others want to be around.



To be honest – like any other skill, this takes some practice. Start slow and steady and build on your successes.

You will be happier for it!

### **PHI and Personal Devices**

Do you or one of your staff own any of these devices?

If the answer is "yes", **NEVER, NEVER, NEVER enter client PHI onto them.** Not only is doing so against agency policy, it may wind up costing you BIG (actual dollars) if a breach occurs!



**CARF is coming!  
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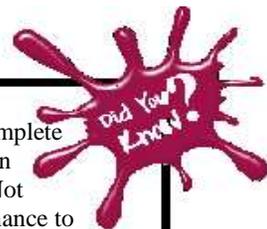
CARF – the **Commission on Accreditation of Rehabilitation Facilities** – will be visiting us early in 2016.

**CARF's role?** To assure that agencies comply with a number of standards of practice – and to provide accreditation to those who do. It is this accreditation that allows SCI to provide and get reimbursed for services.

Beginning January 2016, you will receive a series of CARF Communications to help you prepare for the audit. Take time to read and discuss each.

Our goal is to show CARF the great work that we do each day!

- ✓ It is VERY important to complete documentation of services in **real time** when possible. Not only does this give you a chance to more accurately record, but helps you more easily keep current on your paperwork – a MAJOR stress reliever!
- ✓ You have tools to help you manage your caseload? Yes! Supervisor Reports are sent monthly by Quality and IT has a variety of reports available to you whenever needed. Talk to your Supervisor if you have questions.



## THE QUARTER'S QUALITY QUOTE

*I'd rather be prepared for an opportunity that never comes than have an opportunity come and I am not prepared."*

~ Whitney Young

## USE THIS Safety Tips Driving Safety



Can you guess what is one of the most common trait shared by those who are involved in automobile accidents?

It is the prior belief that it would never happen to them!

We're human – we make mistakes. But what if we can prevent many of these mistakes?

**One out of every five car accidents is caused by some sort of distraction.**

These might include:

- Eating
- Using an electronic device or cell phone
- Personal grooming
- Talking to passenger
- Changing a radio station
- Anger at other drivers

These may not seem like a big deal when you are doing them. But similar

distractions can turn a routine drive into a serious problem before you know it!

Here are some simple, common-sense ways to keep yourself – and others – safe:

### 1. Hands off your cell phone

Notice that car swerving, crossing lanes, kind of oblivious to what's going around them? I bet they are on their cell.

- About 25% of all accidents are caused by drivers using their cell phones
- Research shows that those using their cell phones take their eyes off the road for about five seconds – at highway speeds, this is the time it takes your car to travel the length of

### Risk Management Alert

**Not seen a client on your caseload in the past 60 days or so?**

You may want to talk to your Supervisor about assessing the need to re-engage the client or to close the case.

are caused by speeding

- You compound the risk if you drive in poor weather
  - **What to do:** Drive near the posted limits; adjust for the weather
- ### 3. Wear Your Seatbelt
- Buckling up reduces your risk for injuries by 50%!
  - At just 30 mph, an unrestrained passenger can be thrown with a force of up to 60 times their body weight!
  - **What to do:** The seconds it takes to buckle up can save your life! And always properly retrain the kids in your car!

Are you finding it more difficult to juggle the demands of your job and the rest of your life?



## Caring Hands Food Pantry

South Community is proud to announce the

living! It's a way to help out clients in the shelves!

## Consumer Advisory Council

Each month, a dedicated group of

4. **Be Prepared**

- Know how to change a flat tire
- Carry jumper cables, first aid kit, flashlight, blanket at all times
- Keep your charged cell with you
- Know how to contact roadside assistance if needed – store the number in your cell

5. **Drinking and Driving**

- A major no-brainer

**Top 10 Causes of Car Accidents**

1. Using a cell phone	6. Drug Use
2. Adjusting vehicle controls	7. In-car distractions
3. Eating in the car	8. Speeding/reckless driving
4. Staring at outside distraction	9. Bad weather
5. Drunk driving	10. Poor road conditions

Source: American Automobile Association; Wellspring, Inc.; U.S. Department of Transportation

**Hey! Let's be careful out there!**

**NICE JOB, STAFF!**



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

- |                         |                         |                       |
|-------------------------|-------------------------|-----------------------|
| <i>Sondra Jones</i>     | <i>Dr. Longo</i>        | <i>Sue Harvey</i>     |
| <i>Beverly Garrett</i>  | <i>Mike Wilson</i>      | <i>Ajana Thomas</i>   |
| <i>Dr. Taylor</i>       | <i>Nicole S-Staton</i>  | <i>Shawn Dietz</i>    |
| <i>Julie Burns</i>      | <i>Carol Gibson</i>     | <i>Joanie Kistler</i> |
| <i>Dr. Mathias</i>      | <i>Cheryl Miller</i>    | <i>Tim Copeland</i>   |
| <i>Alison Doll</i>      | <i>Heather Dregalla</i> | <i>Dr. Fitz</i>       |
| <i>Leah Glithero</i>    | <i>Patricia Hill</i>    | <i>Lew Nevins</i>     |
| <i>Donna Savage</i>     | <i>Dr. Songer</i>       | <i>Chuck Zimmerle</i> |
| <i>Cindi Van Ausdal</i> |                         |                       |

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

**Current Teams and Committees**

The **Wellness Committee** (Leader: Jackie Price) is excited to offer our brand new "**healthier options**" **vending machine** located in the KB2 lobby! Check out the healthier – and tasty – selections offered! 100% of proceeds go to supporting the agency's wellness initiative.



The **Bridge Committee** meets monthly and is lead by Stephanie Stratton. This group's purpose is to continually facilitate the communication between Directors and Managers/staff.