

QA/QI Standard Minutes

August 29, 2023

Review of 2nd quarter 2023

❖ Business Operations:

- a. Budget (Revenue and Expenses)
 - i. Betsy is working on 2023 Budget
- b. Marketing and Business Development
 - i. Social media
 - ii. Future planning in-person CDSA meetings with staff availability
- c. Regulatory Issues
 - i. Preparing for tailored plans to start, date is TBD, budget planning.
- d. Human Resource Issues (Staffing and Training)
 - i. Continuing to look for speech therapists
 - ii. Service specific staff trainings of all offered services at DWU

❖ Health and Safety

- a. External Inspections (Reports, analysis, and recommendations, results)
 - i. Completed in June of 2023. Due again in June 2024.
- b. Safety Drills (Reports, analysis, and recommendations, results)
 - i. Sarah - Drills were conducted on the following dates
 - 1. Fire/Evacuation – 6/14/23
 - 2. Bomb Threat – 5/30/23
 - 3. Business Continuity/Disaster Recovery (Technology Drill) – 6/14/2023

Policies and Drill procedures were followed.
- c. Self-Inspections (Reports, analysis, and recommendations, results)
 - i. Sarah – Inspection for 2nd quarter 2023 completed on 5/22/23. No corrective actions recommended.
- d. Incident Reports (Reports, analysis of trends, recommendations, results)
 - i. Sarah – 4 incidents were reported
 - 1. Client grabbed staff's arm pinching her while driving. After having a bathroom accident he became more agitated.
 - 2. Client dropped food on floor and proceeded to eat it from the floor. Staff directed client to fresh food, but client continued to eat from the floor becoming agitated and scratched and pushed staff away. They left the location; client tried opening the car door several times.
 - 3. Client became aggressive when told to clean up, grabbing, pulling, and pushing staff. He attempted to attack staff while she cleaned up. They left the location; client opened the car door. Once home, he still was agitated scratching and pinching staff and other home staff.

4. Client had a bathroom break and refused to get up from a park bench. Staff proceeded to get him up off the bench into his stroller. Client went down to the ground scratching both legs on the pavement.
- ii. All procedures were followed, staff responded appropriately. No recommendations were suggested. See attached report.

❖ Quality Improvement

- a. Outcome Management (status, reports, recommendations, results)
 - i. See attached report.
- b. Accreditation and Regulatory Requirements
 - i. Received 3-year accreditation in Sept 2022! Next survey due in 2025.
 - ii. Partners will begin monitoring ST for Tailored Plans.
- c. Policy and Procedure Updates and/or Review
 - i. Policies and procedures reviewed by management team at meeting on 2/7/23.
- d. Client Complaint and Grievance (specific and quarterly review of trends)
 - i. Sarah – 0 concern/complaint reported
 - ii. Client Satisfaction Survey report. See attached.
- e. Planning Documents (reports, status of goals and objectives, reformulation)
 - i. Reviewed plans

❖ Risk Management

- a. Risk Management Plan (exposure to loss)
 - i. Plan reviewed/updated
- b. Employee Concerns, Complaints, Feedback
 - i. Sarah – none to report.

❖ Other Business

- a. 20-year of Dreamweavers! Celebration ideas:
 - i. Bit-of-Hope Ranch (tour scheduled)
 - ii. Oct. 7, 1-4pm
 - iii. Feather flags
 - iv. Food and drink trucks
 - v. Volunteers needed
 - vi. See Google doc for more