

FWBFM Process Improvement 2016 Annual Report

The 2016 Process Improvement (PI) Report for Free Will Baptist Family Ministries seeks to address the PI indicators and their associated strengths and obstacles. The PI indicators are as follows: Employee Turnover, Net Facilities Work Order Breakdown, Successful Discharges, Consumer Surveys, Worker's Compensation Claim Breakdown, Client Grievances, School Data, Medication Errors, Physical Restraints, PREA Analysis, AWOLS Data, and Client Surveys.

Employee Turnover (Exhibit A.)

Summary:

There is an employee turnover issue at FWBFM. To improve this indicator, administrative staff will complete a salary and benefit study to assure industry standards are being met. Each employee's workload will be evaluated to assure responsibilities are fairly disbursed. FWBFM will receive more feedback from exit interviews.

Net Facilities Work Order Breakdown (Exhibit B.)

Summary:

The highest number of work orders are caused by residents in the cottages. This is an obstacle that will be addressed with improving residents' supervision and making updates to cottages as needed.

Successful Discharges (Exhibit C.)

Summary:

FWBFM had 44% of clients successfully discharge in their Level 2 Enhanced, Level 2 Continuum, and Level 1 Foster Care programs. A successful discharge is when a client discharges to their biological family member or an adoptive home. This statistic is dependent on several variables

listed in Exhibit C. FWBFM staff will strive to monitor this data through their Performance Based Contracting monthly and improve this percentage by 10%.

Consumer Surveys (Exhibit D.)

Summary:

Consumer survey participation has been low for year 2016. These are completed by the client's family members, Department of Children's Services' workers, and foster care clients. To improve this process, the business office will create an online survey to achieve more accurate data and increase the percentage of collected surveys to at least half of all discharged foster care clients and their families.

Worker's Compensation Claim Breakdown (Exhibit E.)

Summary:

Worker's Compensation claims were extremely low in year 2016. The main trend were claims associated with resident altercations. These will continue to be monitored quarterly to address any trends. The goal will be to reduce these by 10% in year 2017.

Client Grievances (Exhibit F.)

Summary:

The client grievances submitted in 2016 were unfounded in all cases. To improve the grievance process, staff will ensure each client receives a handbook detailing their rights to decrease the number of false grievances.

School Data (Exhibit G.)

School collected data includes: credits earned, GEDs and graduations, pre and post-test scores, and family involvement day participation. The fall semester in 2016 was when clients earned the most

“full” credits. The teaching staff intend to continue to improve this trend by providing continued assistance in the student’s credit completion to enhance their development. There were 3 GEDs issued in 2016 and no graduations, due to varying circumstances depending on the clients’ served. See Exhibit G. for details. In terms of family involvement day, there was an average of 40% attendance in family members for the amount of clients served during that period. To improve the attendance, there will be fliers sent out to all client families to better inform them and give time for them to plan on travel to campus.

Medication Errors (Exhibit H.)

Summary:

There were 19 medication errors in year 2016. The majority of the medication errors were in one specific cottage and at a specific time of day. The goal will be to decrease the percentage of medication errors by 36% in year 2017, by providing additional training to staff who have made a medication error.

Physical Restraint Report (Exhibit I.)

Summary:

There were only 2 restraints at FWBFM in year 2016, with no current trends observed.

PREA Analysis (Exhibit J.)

There were 9 alleged PREA incidents in 2016, with all being found unsubstantiated. The data findings are found in Exhibit J. The goal is to decrease the amount of PREA incidents by educating the clients more about PREA.

AWOLS (Exhibit K.)

Summary:

The most AWOL clients were observed in the 2nd quarter of 2016. Saturday and Sunday were found to be a common day of the week when the clients went AWOL. Also, bed time was a common theme for the time of day. To decrease the number of AWOL clients, staff will track what the census and the behaviors are on campus at the time of the AWOL clients and see if there is a safety plan in place for these specific clients.

Client Surveys (Exhibit L.)

Summary:

The client surveys are completed by the residential treatment clients while on campus to determine their satisfaction of their program. There was an increase in client satisfaction toward activities on campus and the track system. The improvements for the future include: implement a kitchen survey to help improve the amount of food, ask for more qualitative information to understand why they state the ratings they did, and have clients complete these surveys online instead of by hand.