**Day Habilitation Quality Indicators and Improvement Plan**

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| Quality Indicators | Action Steps | Persons Responsible | Dates Checked | Progress | Plans for Improvement |
| An average score of 95% will be maintained on the Consumer Support Team Member Questionnaire completed annually. | The percentage of responses received from the Customer Satisfaction Survey report distributed by the Director of Quality Assurance and Member Support will be calculated. The percentages will be by work center. | The Director of Quality Assurance and Member Support will keep and distribute Customer Satisfaction Survey Scores. | 7/30/20 | Shenandoah - An average score of 99% was attained on the Consumer Support Team Member Questionnaire for this most recent quarter. This goal was met.  Red Oak – An average score of 94% was attained on the Consumer Support Team Member Questionnaire for this most recent quarter. This goal was not met.  Glenwood - An average score of 96% was attained on the Consumer Support Team Member Questionnaire for this most recent quarter. This goal was met. | For Red Oak, only four responses were calculated for the most recent quarter. The one score that was lower was given by a client who has since terminated her participation in the Day Hab program because it was not a good fit for her. It is anticipated that this score will be better next quarter if more scores are available to be included in the calculation. We will continue to watch this area in the coming quarters. |
| Individuals will maintain an average of 90% attendance in the program. | Day Hab Instructors will record the daily attendance on the appropriate form. The form will be submitted to the Director of Operations on a monthly basis to in order to calculate percentages. | Day Hab Instructors will track attendance on a daily basis on the attendance form. The form will be submitted to the Director of Operations at the end of each month. | 7/30/20 | Shenandoah – Individuals had a 97% attendance average this most recent quarter. This does not include the 8 clients that did not return upon re-opening for services from COVID-19 closure. This goal was met.  Red Oak – Individuals had an 91% attendance average this most recent quarter. This does not include the 5 clients that did not return upon re-opening for services from the COVID-19 closure. This goal was met.  Glenwood - Individuals had an 92% attendance average this most recent quarter. This goal was not met. | None needed. |
| 95% of individuals will participate in planning activities on a weekly basis. These activities will focus on the development and practice of social and daily living skills to meet objectives outlined in Person-Centered Plans for individuals and promote positive health outcomes. | Day Hab Instructors will track individual participation in planning activities on a weekly basis on the Activity Planning Form. This information will be submitted to the Director of Operations for calculation of the percentages. | Day Hab Instructors will track participation in planning activities on the appropriate form and will submit the form at the end of each week to the Director of Operations. | 7/30/20 | Shenandoah – This most recent quarter, an average of 98% of individuals were active participants in planning activities on a weekly basis. This goal was met.  Red Oak – This most recent quarter, an average of 96% of individuals were active participants in planning activities on a weekly basis. This goal was met.  Glenwood – This most recent quarter, and average of 100% of individuals were active participants in planning activities on a weekly basis. This goal was met. | None needed. |
| 95% of activities offered in the Day Hab program will be based on client choice. | Using the activities identified in the previous “planning of activities” goal, Day Hab Instructors will facilitate activities/outings. Day Hab Instructors will highlight on the Daily Attendance Sheet those activities that are linked directly to the planning of activities tracked on the Activity Planning Form. The Daily Attendance Sheet will be submitted daily to the Director of Operations. | Day Hab Instructors will highlight activities on the Daily Attendance Sheet that are linked directly to the planning of activities tracked on the Activity Planning Form. The Daily Attendance Sheet will be submitted each day to the Director of Operations. | 7/30/20 | Goal not ran. | This most recent quarter, Day Services were closed all of April, May, and a good portion of June with services resuming on June 22nd. With this reopening, the Day Hab programs have been very limited on the availability of outings for client participation in the community, as the potential for community spread of COVID-19 remains a huge concern. Many businesses and public venues and facilities were not open or not safe to take groups. We continue to monitor the situation and follow guidelines from the Iowa Department of Public Health. Staff in the program will maintain records of the clients’ choices for activities and once we are able to pursue those activities we will do so. |
| 95% of individuals will participate in activities/outings of their choice in the community on a weekly basis. Activities will be based on plans developed from the “weekly planning of activities” goal listed previously. | Day Hab Instructors will track individual participation in activities/outings in the community on the Daily Attendance Sheets. This information will be submitted to the Director of Operations for calculation of the percentages. Additionally, this information will be compared to the data gathered in the previous “planning activities” goal to insure client choice in activities. | Day Hab Instructors will track participation in activities/outings in the community on the appropriate form and will submit the form each day to the Director of Operations. | 7/30/20 | Goal not ran. | This most recent quarter, Day Services were closed all of April, May, and a good portion of June with services resuming on June 22nd. With this reopening, the Day Hab programs have been very limited on the availability of outings for client participation in the community, as the potential for community spread of COVID-19 remains a huge concern. Many businesses and public venues and facilities were not open or not safe to take groups. We continue to monitor the situation and follow guidelines from the Iowa Department of Public Health. Staff in the program will maintain records of the clients’ choices for activities and once we are able to pursue those activities we will do so. Additionally, this next quarter as we begin to venture out of the facility to local parks, etc., participation in these outings will be tracked to be applied to this goal. |