**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.  | 1. 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.  | 1/24/20 | Shenandoah - An average score of 97% was attained on the Consumer Support Team Member Questionnaire for this most recent quarter. This goal was met.Red Oak – An average score of 96% was attained on the Consumer Support Team Member Questionnaire for this most recent quarter. This goal was met.Glenwood - An average score of 100% was attained on the Consumer Support Team Member Questionnaire for this most recent quarter. This goal was met. |  |
| Individuals will maintain an average of 90% attendance in the program. | 1. 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. | 1/24/20 | Shenandoah – Individuals had an 91% attendance average this most recent quarter. This goal was met.Red Oak – Individuals had a 92% attendance average this most recent quarter. This goal was met.Glenwood - Individuals had a 95% attendance average this most recent quarter. This goal was met. |  |
| Each Day Hab Program will accept referrals until a ratio of one staff to six clients is reached, at which time a waiting list will be started. All changes/additions will start within two weeks of funding being received. | 1. The Director of Operations will keep a master schedule for each work center. She will work with Program Coordinators to place referrals into openings, and to make needed adjustments to schedules for currently enrolled individuals.
 | Program Coordinators will submit “Notice of Change” forms to the Director of Operations any time a change is made/needed to the Day Habilitation schedule. The Director will track all changes on a quarterly basis and note when changes are made effective. The Director will also keep a waiting list detailing needed openings until the use of a floater or hiring of new staff can be justified. | 1/24/20 | Shenandoah – The Shenandoah program currently has 36 individuals attending. Four of these individuals have one on one staff and are not included in the ratio. Individuals attend a mixture of full days, half days, and some on a part time basis. There are currently no openings on Monday morning, one opening on Monday afternoon, one opening for a full day on Tuesday, three openings on Wednesday morning, five on Wednesday afternoon, on full day opening on Thursday, four openings on Friday morning, and six on Friday afternoon. There is no waiting list at this time. Three Notice of Change Forms were received this quarter. One was to change a scheduled day of the week to another day, one was to begin services for an individual not already attending, and the third was to discontinue Day Hab services. The requests were completed within the specified time frame. This goal was met.Red Oak – The Red Oak program currently has 31 individuals attending. Three of these individuals have one on one staff and are not included in the ratio. Individuals attend a mixture of full days, half days, and some on a part-time basis. Currently there are no openings on Monday morning, but there two opening on Monday afternoon, nine morning and eight afternoon openings on Tuesday, no openings on Wednesday, Thursday, or Friday. Seven Notice of Change forms were received this quarter. Three were to terminate services for individuals, three were to start services for individuals new to the program, and one was to change an individual’s schedule reducing by one morning per week. These changes were made within the specified timeframes. There is currently no waiting list. This goal was met.Glenwood – The Glenwood program currently has six individuals attending. Individuals attend a mixture of full time and part time. There were no Notice of Change forms received this most recent quarter. This goal was met. |  |
| 90% 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 and promote positive health outcomes.  | 1. Day Hab Instructors will track individual participation in planning activities on a weekly basis. 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. | 1/24/20 | Shenandoah – This most recent quarter, an average of 68% of individuals were active participants in planning activities on a weekly basis. This goal was not met.Red Oak – This most recent quarter, an average of 95% of individuals were active participants in planning activities on a weekly basis. This goal was met.Glenwood – This most recent quarter, and average of 90% of individuals were active participants in planning activities on a weekly basis. This goal was met. | This goal was not met in the Shenandoah program this most recent quarter. This is due in part to this goal being newly introduced at the beginning of the quarter. It has taken the staff a bit of time to figure out the best way to implement this new process given the clientele they work with. Additionally, the staff need to make this a priority in their day to day interactions with the clients. It is expected to see a significant increase in the upcoming quarters. |