

## **ADAPT**

### **Quality Improvement Plan - 2016/17**

**A. ISSUE:** Higher turnover of direct care workers in the Residential and In-Home Supports programs.

**PROPOSED ACTION:** Continue to seek ways to demonstrate appreciation of staff. The Rewards & Recognition program was restructured to include anniversary gifts for longer-term employees a few years ago. The reaction to this change was positive. For 2017, employees will be eligible for an anniversary gift annually – rather than continuing with the existing gap years. The administrative staff has a focus of being positive with supervisors and employees as a matter of normal interaction. It is hoped that supervisors will take the same approach with employees. The goal is a supportive atmosphere through proper training and proactive interactions with management. The residential staff and in-home supports staff received significant raises in December 2016. This is the third consecutive year for residential staff receiving a substantial raise. Bonuses were once again given at the annual Christmas party. The staff survey was redesigned to elicit more feedback from staff, especially when they gave a lower rating in any particular area. Administration will follow through with obtaining smaller “gifts” to show appreciation to staff members. The residential program has a referral bonus program. Administration will investigate the feasibility of doing this on a smaller scale for the In-Home supports program.

**TARGET DATE:** 9/30/17    **PERSON RESPONSIBLE:** County Directors  
Executive Director  
Program Supervisors

**B. ISSUE:** Medication Errors

**ACTION TAKEN:** Although the percentage of medication errors is very low compared to the number of medications passed in Adapt’s residential program, medication is serious business and investigating ways to reduce errors to any degree is valuable. Home supervisors continue to work with staff on improving environmental conditions conducive to error-free medication administration. Management also continues to work on finding the right combination of trainers for medication class. Errors typically occur when a routine is disrupted; working to reduce disruptions and having stable staff is the best way to reduce errors. This directly relates to staff retention. When errors occur, supervisors investigate the conditions and provide situational training.

**TARGET DATE:** 9/30/17    **PERSON RESPONSIBLE:** Director of Services – both counties  
Training Coordinator

**C. ISSUE:** Less of a presence in the business community with respect to the Supported Employment Program due to a decrease in the number of contacts with new and current employers. The number of contacts needs to increase to open the door for new jobs to be developed.

**ACTION TAKEN:** The economy has improved and there are many entry level jobs available in Branch County. Additionally, new businesses are moving into the community. The Employment Resources supervisor has set goals for the job developer, giving specific expectations for the number of monthly employer contacts and the number of new employer contacts. A new job developer was hired during the summer of 2016 and has been trained. She updated brochures and information to pass out to potential employment partners. The Employment Resources Supervisor continues to seek additional employment opportunities

and programs for consumers and students in transition. This year's transitional employment site is Big Lots in Coldwater.

TARGET DATE: 9/30/17 PERSON RESPONSIBLE: Program Supervisor  
Job Developer  
Executive Director

**D. ISSUE:** Lower membership at Outlook Clubhouse

**ACTION TAKEN:** The Executive Director and Clubhouse supervisor met with CMH personnel (case managers, ACT) to explain the mandatory International Accreditation process and a reminder about referring people to the program. Although referrals increased some, it has not resulted in a significant increase in membership. Adapt administration will continue to promote the Clubhouse and referrals. CMH leadership indicated support for the program. The Clubhouse members and staff (known collectively as "Colleagues" in the clubhouse community) are working on preparing for the accreditation process and are engaging in a self-study and developing transitional employment sites (TE's). An advisory board was developed and will begin meeting in March 2017. It is hoped that these changes will attract new members who will be engaged in the program and enthusiastic about the changes.

TARGET DATE: 9/30/17 PERSON RESPONSIBLE: Program Supervisor  
Executive Director

**E. ISSUE:** Pending changes to the Residential and Day Programs due to the Home and Community Based Services (HCBS) transition rule.

**ACTION TAKEN:** Full community integration is the expectation of the HCBS rule as well as individual choice. Changes will need to be made in the homes that may be challenging, but the day program will likely experience a major overhaul in operation as all facility-based activities will not be billable. Administration will continue to stay up to date on the Statewide Plan and work to ensure that the mandated changes result in high quality services for consumers.

TARGET DATE: 9/30/18 PERSON RESPONSIBLE: Program Supervisors  
Director of Services – St. Joe  
Director of Services – Branch  
Executive Director