



Quality Improvement Report – October 2022 (6-month Review – 1 provider (TA-BC))

Goal	Report of Progress	Follow up Action Steps
Average of 85% of hours provided to clients for sampled clients reported on the 6-month review report reviewed by CEO/Clinical Director and Directors Team	Client 1 Data (KK): 51% of hours provided	provider needs to document cancellation reasons in system to track why services were not delivered within a month, process reviewed with BC and will be monitored closely over next 6 months, specific monthly schedule to be outlined for home services and school services.
Average of 90% of consultation notes saved for sampled clients reported on the 6-month review report by CEO and Directors Team	Client 1 Data (KK): Percentage of consultation notes 33%	<ul style="list-style-type: none"> Reviewed and updated consultation note to match insurance service delivery Reviewed process of saving document in systems monthly Quality of saved document noted with clear interventions and plan
Average of 90% of activity and call log updated for sampled clients reported on the 6-month review report by CEO and Directors Team	Client 1 Data (KK): 100%	No action steps needed
Review of 75% of progress monitoring (data analysis of progress towards ITP goals) bi-	Client 1 Data (KK): Outlined progress towards goals, no goals fully mastered at this time, raw data saved for past 6 months	No action steps needed
Family Satisfaction Survey	3 Families Survey (2 in assessment) 77% responded favorably to survey questions	No action steps needed
Adherence to Service Description	Applied Behavior Analysis Services – no current clients	No action steps needed



	Individual Services – 100% adherence to service description	
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Quality Improvement Report – March 2023 (1 year Review – 2 Providers)

Goal	Report of Progress	Follow up Action Steps
Average of 85% of hours provided to clients for sampled clients reported on the 6-month review report reviewed by CEO/Clinical Director and Directors Team	Provider 1 (TA-BC) <ul style="list-style-type: none"> • Client 1 (LS): Provided 60.5 total hours out of 72 hours for 82%. 3 hours client cancel and 8.5 hours provider cancel • Client 2 (KK): Provided 18.5 total hours out of 30 hour for 62%. 4 hours client cancel and 7.5 hours holidays Provider 2 (RV-BHT) <ul style="list-style-type: none"> ▪ Client 1 Provided 854.5 total hours out of 1040 for 82%. 48 hours client cancel and 80 hours provider cancel and 57.5 due to holidays 	Improvement noted in documentation of cancellations. Did not meet 85% adherence but noted improvements and hours lost due to holidays. Attempts to make up missed time will be a focus over the summer.
Average of 90% of consultation notes saved for sampled clients reported on the 6-month review report by CEO and Directors Team	Provider 1 (TA-BC) <ul style="list-style-type: none"> • Client 1 (LS): 6/6 100% • Client 2 (KK): 6/6 100% 	No action steps needed
Average of 90% of activity and call log updated for sampled clients reported on the 6-month review report by CEO and Directors Team	Provider 1 (TA-BC) <ul style="list-style-type: none"> • Client 1 (LS): 3/3 100% (removing this goal) • Client 2 (KK): 2/2 100% (removing this goal) 	No action steps needed



Review of 75% of progress monitoring (data analysis of progress towards ITP goals) bi-	<p>Provider 1 (TA-BC) & Provider 2 (RV-BHT)</p> <ul style="list-style-type: none"> Client 1 (LS): 100% raw data stored by BHT weekly. 1 out of 4 goals mastered in ITP, ITP updated following progress monitoring. Client 2 (KK): 5/5 saved (none for December due to no sessions) 100% - no goals mastered in 1st progress monitoring period. 	No action steps needed
Family Satisfaction Survey	3 families surveyed; one family responded 9/10 points 90%	No action steps needed
Adherence to Service Description	<p>Applied Behavior Analysis Services – no current clients</p> <p>Individual Services – 100% adherence to service description</p>	No action steps needed

Quality Improvement Report – October 2023 (6 month Review April through September 2023 – Providers)

Goal	Report of Progress	Follow up Action Steps
Average of 85% of hours provided to clients for sampled clients reported on the 6-month review report reviewed by CEO/Clinical Director and Directors Team	<p>Client 1 (LS)</p> <ul style="list-style-type: none"> BC - 12 hours per month for total of 72 hours. BC provided (through Sept) 66.75. 0 cancellations noted 93% of services provided BHT – total hours 957. BHT provided 883.5. 92% of service provided 48 hours provider cancel, 12.5 client cancel or school closed. <ul style="list-style-type: none"> 144 hrs per month (until July) 	<p>Need to reduce latency between case acceptance and transition as this is causing staffing issues. Increase follow up with transitioning providers with timelines requested for documentation.</p> <p>Need to identify ways to prevent frequent family requests for changes to providers that do not seem warranted. More family reach out to inquire about service delivery. Ensure proactive discussions on family challenges during supervisions.</p>



	<ul style="list-style-type: none"> ○ 175 hours per month July-September <p>Client 2 (KK)</p> <ul style="list-style-type: none"> ● BC – 5 hours per month – total 30 hours. 10.75 provided for total of 36%, 9 hours advance client cancellations, 4 hours of late cancellations, and 0.75 hours of provider cancels documented <p>Client 3 (MLT)</p> <p>Auth transferred in June</p> <ul style="list-style-type: none"> ● BC hours 97155 12 hpm. Total 24 (12 hours over 2 months). Provided 14.5 hours for total percentage of 60%. BC hours 97156 4 hpw. Total 8, provided 1 for 13%. Total % is 48% Provider noted difficulty scheduling with parents over summer and parent requested new BC August 15, 2023. Currently attempting to find new BC. ● BHT hours 60 hours per month for total 180 (over 3 months mid June to mid September), BHT provided 141 hours for 78% with 3 hours of client cancel. Parent requested removal of BHT on 9/14/23, CTP is currently looking for replacement BHT. 	<p>Added use of communication log to document issues with scheduling services with families.</p> <p>Reviewed process to document parent cancellations. Will be setting up meetings about high cancellation issues if they were not already held.</p> <p>Actively trying to transfer unstaffed cases with other providers</p>
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	<p>Client 4 (JC) Auth transferred 6/20/23</p> <ul style="list-style-type: none"> • BC 97155 24 hours per month for total of 48 hours (July-August). Provided 3 total hours for 13%. BC 97156 4 hpm for total 8, 0 provided. First BC requested removal due to school location, 2nd BC parent requested removal after first meeting. Attempting to find new BC. • BHT 120 hours per month. BHT that was set to start found another job due to delay in transfer of case. Currently looking for replacement BHT. <p>Client 5 (KR) Auth started July 2023</p> <ul style="list-style-type: none"> • BC 97155 20 hpm school, total 40 hours. Provided 6 total hours for 15%. BC 97156 3 hpm for total 6, provided 2 33%. Initial BC was unavailable once case started due to delays in transition from other agency and delay of doing intake with parent. Once restaffed parent and provider requested to change providers, currently attempting to re-staff BC. • BHT 100 hours per month school. Could not 	
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	<p>staff all hours due to ESY and parent requested only male BHT. Was able to provide 13 total BHT hours in school over ESY. Currently trying to staff BHT with male.</p> <p>Client 6 (LT) Chester Auth end of June 2023</p> <ul style="list-style-type: none"> • BC 12 hpw 97155 for total of 24, provided 15.5 hours for total . BC 97156 for 2 hpm and total of 4, provided 0. • BHT 78 hours per month for total 156 (over 2 months), provided 96 hours with 52.5 client cancels, provided 61%. Parent requested new BHT due to communication and scheduling concerns. New BHT was started in September. New BHT provided 52 of 72 with 6 hours lost to holiday and 12 hours lost to client advance cancel <p>Client 7 (HA) Auth end of July 2023 Difficulty getting in touch with family then MA expired end of August, services never started and client discharged</p> <p>Client 8 (SA) Auth end of July 2023 Difficulty getting in touch with family then MA expired end of August, services never started and client discharged</p> <p>Client 9 (CA)</p>	
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	<p>Auth end of June 2023 After initial consult determined CTP needed to do assessment and requested auth for assessment. Did assessment and provided 8 hours out of 12 total hours (note some hours not provided due to assessment)</p> <p>Client 10 (JB) Client discharged after services not starting after 45 days.</p> <p>Client 11 (LT) Auth beginning of Aug 2023</p> <ul style="list-style-type: none"> • BC 12 hours per month total of 20.75 hours out of 21 (auth starting Aug 6th) for 99% 	
<p>Average of 90% of consultation notes saved for sampled clients reported on the 6-month review report by CEO and Directors Team</p>	<p>Provider 1 (TA-BC)</p> <ul style="list-style-type: none"> • Client 1 (LS) 4/4 consult notes 100%; PR report reviewed in July 2023 • Client 2 (KK) <p>Provider 2 (TL)</p> <ul style="list-style-type: none"> • Client (LS – Sept) 1/1 100%, PR done in July • Client (LT) – – 100% consult note; PR due in November 2023 <p>Provider 2 (NM)</p> <ul style="list-style-type: none"> • Client (DB) 2/3 consult notes 67%. PR due in November 2023 • Client (MLT) 3/3 consult notes saved for 100%; PR due in December 2023 <p>Provider 3 (LG)</p> <ul style="list-style-type: none"> • Client (LT) – 3/3 consult notes 100%. PR due in December 2023. 	<p>Monthly monitoring of saved documents will continue to ensure compliance. Tasks set up in CR to reminder providers to complete progress monitoring.</p>



<p>Average of 90% of activity and call log updated for sampled clients reported on the 6-month review report by CEO and Directors Team</p>	<p>Client LS – documented cancellation reason and appropriate activity 100% Client MLT – n/a Client KK – outlined scheduling issues 100% Client DB – used communication log when prompted to document scheduling issues 100% Client KR – utilized to document communication issues with family 100% Client LT – n/a Client LT (Chester) – n/a</p>	<p>Review of communication log with new providers was added and regular review at monthly supervisions to ensure compliance.</p>
<p>Review of 75% of progress monitoring (data analysis of progress towards ITP goals) bi-</p>	<p>Client LS</p> <ul style="list-style-type: none"> • BC – PR <ul style="list-style-type: none"> ○ Goal 1 mastered objective 1 ○ Goal 1 from Jan to May improved of 40% and faded BHT intervention ○ Goal 3 16% improvement • BHT – saved all data 100% <p>Client MLT – data not saved, PR not due yet</p> <p>Client KK – May-Sept saved (April was assessment); PR due this month</p> <p>Client DB – data in consult note and session notes, PR not due yet</p> <p>Client KR– data in consult notes and session notes; PR not due yet</p>	<p>Reminder to save raw data to our secure system</p>



	<p>Client LT – data not saved, PR not due yet</p> <p>Client LT (Chester) – data saved 2/2 100%; PR not due yet</p>	
Family Satisfaction Survey	1 family responded to survey: 100% satisfactory in survey and positive feedback about BHT	No action steps needed
Adherence to Service Description	<p>Applied Behavior Analysis Services – Yes</p> <p>Individual Services – yes</p>	No action steps needed