Quality Improvement Report – April 2024 (6 month Review December through March 2024)

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| 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 TeamRevised Goal: Average of 75% of hours provided to clients for sampled clients reported on the 6-month review report reviewed by CEO/Clinical Director and Directors TeamAdditional Goal: Provided hours accounted for in our system (client cancel, provider cancel, etc.) in 75% of probes in 6 months reviews of probed clients. | **CHESTER COUNTY**Client 1 (CA)* Client transitioned to new agency who can staff both BC and MT

Client 2 (KK) – BC hours* December: 2/5 hours provided. 3 hours client cancel
* January: 2/5 hours provided. 3 hours client cancel
* February: 4/5 hours provided. 1 hour advance client cancel as child not available for school observation
* March: 0 hours provided. 5 hours provider cancel due to family emergency.
* NOTE: CTP does not have MT available and collaboration with other agencies have not found a provider for this service.
* TOTALS: 8/20=40%

Client 3 (LS)* December:
	+ BC: 12/12 hours provided
	+ BHT: 120/160 hours provided. 40 hours provider cancel
* January:
	+ BC: 12/12 hours provided
	+ BHT: 159.5/160 hours provided. 0.5 hours lost to school closing early due to weather
* February:
	+ BC: 11.5-12 hours provided. 0.5 hours cancelled due to weather
	+ BHT: 152/160 provided. 8 hours lost due to school closure due to weather
* March:
	+ BC: 12/12 hours provided
	+ BHT 160/160 hours provided
* Totals:
	+ BC: 47.5-48=99%
	+ BHT: 591.4/640=92%

Client 4 (LT) – only BC hours. * December: 12/12 hours provided
* January: 12/12 hours provided
* February: 12/12 hours provided
* March: 12/12 hours provided
* Totals: 48/48 = 100%

**DELAWARE COUNTY**Client 5 (KR)* Client discharged per parent request with addition of additional school services and supports

Client 6 (LT) * December:
	+ BC: 5.5/13 hours provided (conducted re-assessment this month)
	+ BHT: 50/77 hours provided. 7 hours provider cancel, 14 client cancel, 6 school closed.
* January:
	+ BC: 4/13 hours provided (finalizing assessment)
	+ BHT: 24.5/77 hours provided. 7 hours provider cancel, 7 hours client cancel, 7 hours school closed.
* February:
	+ BC: 14/14 hours provided
	+ BHT: 52.5/78 hours provided. 7 hours provider cancel.
* March:
	+ BC: 12/14 hours provided. 2 hours client cancel
	+ BHT: 58.75/78 hours provided. 7 hours provider cancel, 7 hours school closed.
* TOTALS:
	+ BC: 35.5/54=66%
	+ BHT: 185.75/310=60%

Client 9 (DB)* December:
	+ BC: 0/29 hours provided. Transitioning to new BC
	+ BHT: 82/124 hours provided. Provide working to make more room in schedule to provide more hours
* January:
	+ BC: 4/29 hours provided. New BC started.
	+ BHT: 91.5/124 hours provided
* February:
	+ BC: 15/29 hours provided. Difficulty getting cleared for school support
	+ BHT:.128.5/124: provider able to provide some make up time
* March:
	+ BC: 24.5/29 hours provided
	+ BHT: 146.5/124 hours provided
* TOTALS:
	+ BC: 43.5/116=38%
	+ BHT: 448.5/496=90%

Client 10 (MLT)* December
	+ BC: 4/16 provided hours
	+ BHT: 0 – no current school need for hours
* January
	+ BC: 0/16: hours provided, no BC staffed
* February
	+ BC: 0/16 hours provided. No BC staffed
* March
	+ 2/16 hours provided, new BC started
* Totals: 6/64=9%
* Note: parent did not establish consistent schedule and needed to make BC change. Currently client is up for re-authorization and parent has been minimally communicative (reports of being ill after multiple attempts to reach parent) regarding scheduling assessment.

**ALLEGHENY** **COUNTY**Client 11 (JCB)* December
	+ BC: 2.5/20 hours provided
	+ BHT: services were not initiated yet
* January
	+ BC: 25/20 hours provided. Make up sessions provided
	+ BHT: 13.25/100. New BHT started
* February
	+ BC: 20.25/20 hours provided. Make up time provided
	+ BHT: 26.28/100 hours provided. 4 hours provider cancel
* March
	+ BC: 22.5/20 hours provided. Make up hours offered
	+ BHT: 11.75 hours provided. Client with inconsistent school schedule
* Totals
	+ BC: 70.25/80=88%
	+ BHT: 51.28/300=17%

Client 12 (NP) – client started in January only BC hours* January: 6/32 hours provided. 3 client cancels
* February: 12/32 hours provided. 6 provider cancel and 9 client cancels
* March: 31.5/32 hours provided. 0.5 provider cancel
* Totals: 49.5/96=52%

GRAND TOTALS:* BC: 308.25/526=59%
* BHT: 1276.93/1746=73%
 |  Reviewed importance of consistent schedule, discharge, or removed services for clients who were not receiving high levels of services.Discharged clients to another agency, when services were no longer wanted and due to lack of communication. Clincial Coordinator monitors hours monthly to ensure hours provided and cancelled sessions are documented accurately. |
| Average of 90% of consultation notes saved for sampled clients reported on the 6-month review report by CEO and Directors Team (October-March) | CHESTER COUNTY* (KK) – 5/5 consult notes saved (none for March as no services provided – 100%
* (LS) – 6/6=100%
* (LT) – 5/5=100%

DELAWARE COUNTY* (DB) – 3/6=50% (new BC assigned in January 100%)
* (LT) – 6/6=100%
* (MLT) – ½=50% (other months BC unstaffed)

ALLEGHENY COUNTY * (JCB) – 5/5=100%
* (NP) – 2/2=100%

Grand total: 33/37=89% | Monthly monitoring of saved documents will continue to ensure compliance. Tasks set up in CR to reminder providers to complete progress monitoring.  |
| Average of 90% of Communication Log (for scheduling issues) updated for sampled clients reported on the 6-month review report by CEO and Directors TeamReplace goal with: Average of 80% use of communication log for scheduling issues.  | CHESTER COUNTY* (KK) – n/a consistent scheduling process, some provider and client cancellations
* (LS) – n/a consistent service delivery
* (LT) – n/a consistent service delivery

DELAWARE COUNTY* (DB) – 1/1 in October, then in February started new BC who established schedule for services
* (LT) n/a consistent service delivery
* (MLT) –1/1 in April - CTP admin completed log due to difficulties reaching parent to schedule assessment

ALLEGHENY COUNTY * (JCB) – n/a consistent service delivery
* (NP) - n/a consistent service delivery
 | Review of communication log with new providers was added and regular review at monthly supervisions to ensure compliance. |
| Review of 75% of progress monitoring (data analysis of progress towards ITP goals) bi-annually | CHESTER COUNTY* (KK) 2/2=100% (October and April updates)
* (LS) 2/2=100% (June and January updates)
* (LT) n/a (first due February 2025)

DELAWARE COUNTY* (DB) – ½ (missed October due to staffing issues but updated in April completed)
* (LT) – ½ (missed June but updated in January)
* (MLT) – 0/2 (missed December due to staffing issues and being unable to connect with family to complete in April)

ALLEGHENY COUNTY * (JCB) – n/a 1st due in June
* (NP) – n/a 1st due in July

Grand total: 6/10=60% | Reminder task for 6-month progress monitoring and work to ensure consistent providers and scheduling from clients. Updated process to use date ITP was signed to for 6 month review.  |
| Family Satisfaction Survey  | Results from June survey 26/28 = 93% | No action steps needed |
| Adherence to Service Description | Applied Behavior Analysis Services – Yes Individual Services – yes  | No action steps needed |