

Quarterly Outcomes: How We're Measuring Up!

Our third quarter (04/01/09-06/30/09) is now complete. Congratulations to Day Program staff for scoring 100% in training! The majority of objectives were achieved, with a few being affected by hospitalizations. Details are below.

Minimize time between referral/authorization and initiation of service: The target level of 14 days or less was met agency-wide (6 days), and by all services excluding supported living- a special exception existed for a referral for supported living which made it go over the authorization date- no corrective action is necessary due to special circumstances.

Maximize overall consumer satisfaction: The target level of 90% was met agency-wide (96%), and by all services.

Maximize consumer community inclusion: The target level of 7 activities each was met agency-wide (15.08 activities a month, per person), and by all programs. Specific data is – Specialized Residential (16.42), Supported Living (18.63), and Day Programming (11.65 activities). It should be noted that Day Program data represents a 5 day work week as opposed to Specialized and Supported Living which incorporate the full 7 days.

Maximize level of staff training: Staff training was above the target level of 95% with an overall score of 95.4%. Specialized Residential and Supported Living both scored 95.2%. The Day Program scored 100%.

Maximize physical condition of program sites: Will next be conducted during the fourth quarter.

Maintain community based living (percentage of days): Agency wide, CLO was just below the 95% target level with a score of 93%. Several individuals experienced psychiatric hospitalizations during this quarter and all but one have returned home. Supported Living maintained their 100% score, and Specialized Residential scored 90%.

Maintain community based living (percentage of individuals): This objective also measures the maintenance of community based living, but the data is measured in people rather than in days. The target level of 95% was not met agency wide with a score of 92.3%. This was again impacted by 4 individuals who were hospitalized a total of 6 times. Supported Living scored 100%.

Maximize consumer progress in personal goals: We are now measuring this data for all programs. The target level of 85% was exceeded with a score of 94.5%, and by all programs.

Minimize time between receipt of referral packet and intake decision: Target level of 7 days was met for all programs with a score of 3.12 days.

The outcomes that are tracked and reported cover areas that have been identified by various stakeholders as important indicators of service. If you have any questions or would like to see the full report, please contact Lori Anderson at 343-6355.