



Quality Assurance Summary

For SLT and Board of Directors
3rd quarter, 2020



Risk Management / Incident Forms finalized/compiled during 3rd quarter

	Q3-2020	Q2-2020	Q1-2020
Confidentiality	10	9	6
Customer Svc	16	9	16
Risk Management/ Safety	11	6	10
Technology/Phones	0	1	1
Total	37	25	33

- Safety Committee met in July and September; shared recommendations with SLT.
- Documenting COVID cases/exposures through Incident forms; offices making adjustments to office open/closed status, precautions, and in-person versus remote services as needed.

Customer Satisfaction

- **442** surveys compiled for 3rd quarter
- “Would you give The Village an excellent rating?” **95% Yes** Goal: 95%

	Q3-2020			Q2-2020			Q1-2020		
	# sent	# rec'd	Response Rate	# sent	# rec'd	Response Rate	# sent	# rec'd	Response Rate
Clinical	1096	137	12%	1050	122	11.6%	1099	125	11.4%
EAP – Internal	1070	113	11%	240	28	11.7%	224	35	15.6%
EAP – external affiliates	12	1	8%	7	0	0.0%	12	5	41.7%
Adoption	8	3	37%	8	1	12.5%	1	0	0.0%
School-Based	12	2	17%	22	3	13.6%	126	14	11.1%
FRC	60	11	18%	103	13	12.6%	83	10	12.0%
Intake Appt Follow-up	216	4	2%	143	4	2.8%	258	5	1.9%
Telehealth Survey	---	---	---	3,058	293	9.6%	---	---	---
Total w/ response rate	2,474	271	11%	4,631	464	10%	1,803	194	10.8%
VBI Training Surveys	NA	97	NA	NA	113	NA	NA	245	NA
Family Centered Engagement	NA	74	NA	NA	0	NA	NA	113	NA
BBBS	NA	0	NA	NA	0	NA	NA	4	NA
FRC	NA	0	NA	NA	4	NA	NA	15	NA
Total w/o response rate	NA	171	NA	NA	117	NA	NA	377	NA
Grand Total	NA	442	NA	NA	581	NA	NA	571	NA

• **Celebratory Comments / Changes as result of services:**

- ❖ The result. Cindy is obviously invested in her work and it shows. She was caring, honest and it felt like I had an advocate all the way through. Because of her, I felt prepared for any outcome, but when it turned out well, she seemed as happy as I was. I can't say enough about how this whole experience is creating a whole new perspective for me. **Adoption**
- ❖ Connecting with biological family. Cindy was so kind and helpful! **Adoption**
- ❖ She was very jovial, professional, and caring. i didn't need any financial advice per se, but she reassured me. **Financial Resource Center**
- ❖ My counselor was very polite and explained things thoroughly. She was respectful and answered my questions to my satisfaction. **Financial Resource Center**

- ❖ Rachel does an excellent job of reiterating the strengths of the family and ensuring that those strengths and positives are highlighted and also a focus! **Family Centered Engagement**
- ❖ The timeliness of the meeting coordination, flexibility in working around scheduling issues. Facilitators ability to manage the challenging family dynamics present during the meeting. **Family Centered Engagement**
- ❖ They really showed compassion and listened to the needs of the family. I feel they will really follow through and not let the ball drop as so many other programs and agencies have. **Family Centered Engagement**
- ❖ Lindsey was amazing! She was very attentive and provided great healing but was sure to evaluate how she could best help me with large issues within the limitations of our 12 appointments. **Employee Assistance Program**
- ❖ I really appreciated Darren's friendly attitude. He made me feel very comfortable at a time when I was stressed, anxious and struggling. It set the tone through all of our sessions and made it easier to address the concerns I had. **Employee Assistance Program**
- ❖ Signe has been so helpful and kind. We all have been enjoying our sessions and have seen improvements in our child's behavior already. **Employee Assistance Program**
- ❖ Callie is the bomb! She's honest, smart and has helped me tremendously. I would recommend her to everyone! **Employee Assistance program**
- ❖ I loved the fact that the group leader was an addict himself and could relate to us and it made me take the group much more serious and seeing him be successful in recovery and helping other addicts gives me hope i can do it too i highly recommend his group for any suffering addict. **Clinical**
- ❖ I have more knowledge about how addiction isn't it is a disease and the things that happen in your brain from its and I just have a lot more knowledge about addiction in general. **Clinical**
- ❖ I've enjoyed being able to just talk and vent without fear of judgement. I also think I've learned a little bit about how the brain uses emotions and anxiety to deal/cope with stress, and it feels nice to have a little explanation of what's going on in my head. **Clinical**
- ❖ Nora **School-based**
- ❖ The counselor was extremely knowledgeable and caring. He has been where I've been and showed me recovery is possible. **First Step**

- **Other services needed but not provided by The Village:**

Career counseling, more intensive counseling, ABA Therapy, marriage counseling, big brother big sister program, mentorship program, in-home counseling mentorship, CD treatment, parenting, divorce, psychiatric/medications x4

- Negative survey feedback is shared with supervisor and SLT as it is received; follow-up contact is made if requested by client; compiling along with feedback from social media and Contact Us quarterly

Program Evaluation/Quality Improvement

- Updates completed within Records Review and QA meeting submission process and forms to improve efficiency and inclusion
- **COA** re-accreditation process underway:
 - 4/12/2021 - PCC documents due
 - 6/7/2021 - Self Study due
 - 8/2/2021 - Site Visit
- Procentive:
 - Reviewed cost/benefit of thesacscribe (treatment planning) library within Procentive – no changes
 - Ongoing work/progress on system issues and enhancement projects.
- Health Information:
 - Reviewed Village ROI form, 42CFR rules, attorney engagement letter, created template for FSR



Quarterly Records Reviews - 3rd quarter 2020

Compliance		
Yes	210	63.44%
Compliance		
No	121	36.56%
Total	<hr/> 331	

By Region

Region		
Fargo	121	
Region		
Moorhead	38	
Region		
Bismarck	11	
Region		
Grand Forks	30	
Region		
St.Cloud	76	
Region		
Minot	20	
Region		
Devils Lake	12	
Region		
Alexandria	23	
	<hr/> 331	

By Program

Case Type		
Adopt	9	
Case Type		
BBBS	68	
Case Type		
Golden Thread	220	
Case Type		
In-Home	22	
Case Type		
Wraparound	2	
Case Type		
SPT	5	
Case Type		
YCLP	5	
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Issues

Missing Forms	60
Missing signature(s)	50
Incomplete forms	35

Service

Outcomes – 3rd quarter 2020 highlighted:

Instrument	How administered?	Number assessed 3 rd qtr 2020	Results: 3 rd qtr 2020	Number assessed 2019 (annual)	Results: 2019
Outcomes Questionnaire (OQ)	Self-rated Lower=favorable	153	66.9% improved	1,160	58% improved
Youth Outcomes Questionnaire (YOQ)	Self-rated Lower=favorable	126	46.8% improved	1,062	55% improved
Patient Health Questionnaire (PHQ-9)	Self-rated Lower=favorable	212	71% improved	684	58.3% improved
Generalized Anxiety Disorder (GAD-7)	Self-rated Lower=favorable	220	74% improved	697	59% improved
Child-Adolescent Functional Assessment Scale (CAFAS)	Provider-rated NDFBS required Lower=favorable	32	13 point drop (52 to 39) Improved	129	16 point drop (67 to 51) Improved
Preschool & Early Childhood Functional Assessment Scale (PECFAS)	Provider-rated NDFBS required Lower=favorable	6	30 point drop (61 to 31) Improved	26	25 point drop (71 to 46) Improved
Strengths & Difficulties Questionnaire	Self/Parent/ Teacher rated MN required Lower=favorable	Data not available (MN DHS system)		(Parent-rated) 216 Time 1 70 Time 2	Total score: 18.6 Total score: 17.67 Improved
Child & Adolescent Service Intensity Scale (CASII)	Provider-rated MN required Lower=favorable	Data not available (MN DHS system)		242 - Time 1 84 - Time 2	Composite: 17.49 Composite: 17.15 Improved
Early Childhood Service Intensity Scaled (ECSII)	Provider-rated MN required Lower=favorable	Data not available (MN DHS system)		9 - Time 1 2 - Time 2	Composite: 16.67 Composite: 18.5 Not improved
Workplace Outcomes Scale (WOS)	Self-rated	52	Improved? Lost work hours: Yes Presenteeism: Yes Work Engagement: Yes Life Satisfaction: Yes Workplace Distress: Yes	372	Improved? Lost work hours: No Presenteeism: Yes Work Engagement: Yes Life Satisfaction: Yes Workplace Distress: Yes