



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	<p>Provider 1 (TA-BC)</p> <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 <p>Provider 2 (RV-BHT)</p> <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	<p>Provider 1 (TA-BC)</p> <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	<p>Provider 1 (TA-BC)</p> <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



<p>Review of 75% of progress monitoring (data analysis of progress towards ITP goals) bi-</p>	<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. 	<p>No action steps needed</p>
<p>Family Satisfaction Survey</p>	<p>3 families surveyed; one family responded 9/10 points 90%</p>	<p>No action steps needed</p>
<p>Adherence to Service Description</p>	<p>Applied Behavior Analysis Services – no current clients</p> <p>Individual Services – 100% adherence to service description</p>	<p>No action steps needed</p>