

QA/QI Standard Minutes

April 24, 2025

Review of 1st Quarter 2025

❖ Business Operations:

- a. Budget (Revenue and Expenses) – Reviewed billing totals to compare to monthly budget. New budget approved for 2025.
- b. Marketing and Business Development
 - 1. Awarded grant for DSP recruitment & retention incentives. Has not been funded yet.
 - 2. Researching OT feasibility and profitability.
 - ii. Additional Marketing
 - 1. No additional marketing for 1st quarter.
- c. Regulatory Issues
 - i. Tailored Plan Authorization flexibilities from Helen were lifted in March 2025. Authorizations now required.
- d. Human Resource Issues (Staffing and Training)
 - i. 2 Innovations DSPs and 4 1915(i) DSPs were terminated.
 - ii. Hired 3 Innovations DSPs, 5 1915(i) DSPs, 1 CBRS staff.

❖ Client Rights

- a. Protective/Restrictive devices approved
 - i. BF – car seat
 - ii. RH – wheelchair, hoist lift
- b. Client rights issues
 - i. None

❖ Health and Safety

- a. External Inspections (Reports, analysis, and recommendations, results)
 - i. Due in June 2025.
- b. Safety Drills (Reports, analysis, and recommendations, results)
 - i. Sarah - Drills were conducted on the following dates
 - 1. Fire/Evacuation – 03/13/2025
 - 2. Power Failure – 03/12/2025
 - Policies and drill procedures were followed appropriately for all drills.
- c. Self-Inspections (Reports, analysis, and recommendations, results)
 - i. Sarah – Inspection for 1st quarter 2025 completed on 02/13/2025.
- d. Incident Reports (Reports, analysis of trends, recommendations, results)
 - i. Sarah – 23 incidents were reported. See attached.
 - ii. All procedures were followed, staff responded appropriately. No recommendations were suggested. See attached report.

- ❖ Quality Improvement
 - a. Outcome Management (status, reports, recommendations, results)
 - i. See attached report.
 - b. Accreditation and Regulatory Requirements
 - i. Received 3-year accreditation in Sept 2022! Next survey due in 2025.
 - c. Policy and Procedure Updates and/or Review
 - i. Discussed procedures to be created and/or updated with employee responsible for updating.
 - 1. Audit procedure (Starting the audit at receipt of referral)
 - 2. Intake procedure (Initial intake, who does what)
 - 3. Billing procedures (update all billing procedures)
 - 4. Annual Training procedures (include everyone, add TIC)
 - 5. Health and safety procedure (Violence)
 - 6. Referral procedure
 - ii. All Policies and procedures reviewed by the management team in 2025 and approved at the meeting on 01/29/2025.
 - d. Client Complaint and Grievance (specific and quarterly review of trends)
 - i. Sarah Hobbs reported 1 concern/complaint was reported in 1st quarter. See attached.
 - ii. Client Satisfaction Survey report. See attached.
 - iii. Employee Satisfaction Survey report.
 - e. Planning Documents (reports, status of goals and objectives, reformulation)
 - i. Reviewed 2025 plans and updated status of goals.
- ❖ Risk Management
 - a. Risk Management Plan (exposure to loss)
 - i. Plan reviewed/updated
 - b. Employee Concerns, Complaints, Feedback
 - i. Sarah – none to report.
- ❖ Other Business
 - a. Updated CARF changes from CARF manual.
 - b. Began preparing for CARF Survey.
 - c. Annual training planning.