

QA/QI Standard Minutes

July 23, 2025

Review of 2nd Quarter 2025

- ❖ Business Operations:
 - a. Budget (Revenue and Expenses) – Reviewed billing totals to compare to monthly budget. Speech totals are lower due to SLP on maternity leave.
 - b. Marketing and Business Development
 - i. Advertising for staff for 1915(i) and Innovations
 - ii. Additional Marketing
 - 1. No additional marketing for 2nd quarter.
 - c. Regulatory Issues
 - i. No new slots for Innovations for the State's fiscal year (July 25-June 26)
 - ii. No rate increases
 - d. Human Resource Issues (Staffing and Training)
 - i. ADA and CPR training was completed in 2nd quarter.
 - ii. Several 1915(i) positions not filled, 1 Innovations position not filled.
 - iii. CPR/FA provider ended employment at the end of May. We are still awaiting updates on new provider. Has not impacted hiring process.
- ❖ Client Rights
 - a. Protective/Restrictive devices approved
 - i. LA – AFOs
 - b. Client rights issues
 - i. None
- ❖ Health and Safety
 - a. External Inspections (Reports, analysis, and recommendations, results)
 - i. Completed June 12, 2025. Due annually in June.
 - b. Safety Drills (Reports, analysis, and recommendations, results)
 - i. Sarah - Drills were conducted on the following dates
 - 1. Fire/Evacuation – 06/17/2025
 - 2. Business Continuity/Disaster Recovery – 06/25/2025
 - 3. Bomb Threat – 06/30/2025
 - Policies and drill procedures were followed appropriately for all drills.
 - c. Self-Inspections (Reports, analysis, and recommendations, results)
 - i. Sarah – Inspection for 2nd quarter 2025 completed on 06/30/2025.
 - d. Incident Reports (Reports, analysis of trends, recommendations, results)
 - i. Sarah – 22 level 1 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, but extended to Feb-Mar 2026.
- 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) Speech Admin.
 - 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. 0 concerns/complaints were reported in 2nd quarter. See attached.
 - ii. Client Satisfaction Survey report. See attached.
 - iii. Employee Satisfaction Survey report. See attached.
- 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. Continued preparation for CARF 2025.
- b. Scheduling to review Cintas supplies quote.
- c. Continuing to research the feasibility of bringing on OT services.