

Achieve Services June, 2015
Annual Quality Assurance and Quality Improvement Report

The following five areas were identified as quality improvement focuses for Achieve Services for the year of July 1, 2014-June 30, 2015. Each focus area has comments listed describing initiatives made toward the specific focus area.

I. Measure Efficiency & Effectiveness of Billing

- Agency exceeded goal for billing state-funded services
- All eligible individuals transitioned from state-funded to B3-funded supported employment services
- Initiative put in place to increase Medicaid B3 supported employment services with processes developed to ensure all required vocational assessments were completed within authorized time frames
- Center-based group respite services scheduled to begin in July, 2015
- Cleveland County school transition program proposal in development stage
- Exploring possibility of operating a restaurant in the community that will employ special needs individuals
- Advocated for increase in contract funds with local managed care organization to serve new consumers presenting for services
- Advocated for individuals receiving B3-funded supported employment services so that they were not required to transition to maintenance services and a reduction of their hours by 75%
- Small rate increase for Day Supports group effective July 1, 2014
- Adjusted to change in Partners billing cycle due dates
- Adjusted to new billing parameters of Developmental Therapy services (no more than 4 hours per day)

II. Audit Proof Training

- Agency continues to utilize a birthday month schedule to best monitor required trainings, forms, and meetings. Letters are sent out to staff two months in advance to remind staff of requirements and a deadline for completion.
- Agency continued to require official transcripts and/or diploma to be submitted prior to hire.
- Initiative to improve client specific training with paraprofessional staff
- Process developed to ensure documentation of monthly supervision for paraprofessional staff
- E-verify account established with all new hires verified utilizing database
- Received 100% compliance with Partners' post-payment review
- Rated at 85.7% or higher for compliance with personnel chart audits conducted throughout the year

III. Satisfaction and Success

- Increased Vocational Rehabilitation services to include both the Gaston and Lincoln County areas
- Created a committee of local I/DD providers to advocate for I/DD services available through contracting with the local managed care organization
- Agency sponsored Christmas party and recognition of annual staff and consumer award recipients
- Advocated for individuals receiving B3-funded supported employment services so that they were not required to transition to maintenance services and a reduction of their hours by 75%
- Agency sponsored staff and consumer appreciation day
- Agency discontinued company-sponsored health insurance and provided assistance to staff in choosing an insurance plan from the health insurance marketplace that best met their individual needs
- Conducted 70 consumer satisfaction surveys
- Conducted 64 employee satisfaction surveys
- No official complaints received for agency

IV. Community Awareness and Education

- Agency has been represented at several conferences (Disability Advocacy, ARC, TIDE, NC Council Spring, East Carolina Behavioral Health, etc.) this past year to promote Believe in Abilities and the hand-made products created by individuals with special needs
- Reminder sent to all staff of required reporting of all instances of alleged or suspected abuse, neglect, or exploitation of consumers
- Agency listed in the Caromont Community Resource Guide
- Agency participated in several disability awareness community events including Special Olympics Polar Plunge, ARC's Shamrock the House, fashion show, Lena Caldwell Spa Day, provider fairs, fall festivals, art shows, and health fairs
- Participated in newspaper articles promoting our services with The Gaston Gazette and The Shelby Star
- Created database for sending e-mail blasts to community contacts including elected officials, newspapers, television news contacts, etc.
- Several consumers sponsored by Pepsi on behalf of ARC's Operation Santa Claus
- Created non-profit component of Believe in Abilities

V. Audit Proof Medical Records

- Began searching for comprehensive electronic medical record system
- Developed agency policy of not providing medication administration services to individuals during supported employment service provision
- Strategies developed to track completion of required documents for billing Vocational Rehabilitation Services
- Documentation review procedures revised to ensure that documentation which has been billed does not leave premises
- Correction procedures ensure that documentation which has been billed does not leave premises
- Received 100% compliance with Partners' post-payment review
- Rated at 88.9% or higher for compliance with medical record chart audits conducted throughout the year