

ABC Human Services June, 2016
Annual Quality Assurance and Quality Improvement Report

The following five areas were identified as quality improvement focuses for ABC Human Services for the year of July 1, 2015-June 30, 2016. 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 Innovation services
- Contracted with an electronic medical record system provider, trained staff, and attempted to utilize the system for nine months. However, the system was unable to meet our program needs for documentation of billing, medical records, and staff.
- Adjusted to change in Partners billing cycle due dates
- Successful in transferring all service authorizations to new physical address
- Obtained permanent license for child care center, increased number of stars awarded to center, increased enrollment, became eligible for voucher payments, and began receiving supplemental nutrition funds
- Integrated early intervention group services into the daycare location
- Integrated one-on-one services into the daycare for eligible individuals

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 supervision for paraprofessional staff
- E-verify account established with all new hires verified utilizing national database
- Rated at 85.7% or higher for compliance with personnel chart audits conducted throughout the year

III. Satisfaction and Success

- Agency sponsored staff and consumer appreciation day
- Agency began company-sponsored health insurance plan with employer paying 75% of costs
- Conducted 54 consumer satisfaction surveys
- Conducted 59 employee satisfaction surveys
- No substantiated findings for the only two official complaints received on behalf of the agency
- Community Based Rehabilitation Services successfully transitioned from a child skill-building method of service delivery to a family coaching approach

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
- Agency listed in the Caromont Community Resource Guide
- Agency participated in several disability awareness community events including Special Olympics Polar Plunge, Community Foundation Run for the Money event, ARC awards banquet, provider fairs, fall festivals, art shows, and health fairs
- Received the following awards at the Association for Retarded Citizens' Annual Awards Banquet: BIA-Business Associate of the Year & Kay Franklin-Professional of the Year
- 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
- Opened Olio's restaurant to establish another community-based employment opportunity for special needs individuals
- Sponsored dinner at Olio's restaurant for a special needs individual prior to attending her senior prom
- Participated in Autism Awareness Day events
- Operated seasonal Christmas Boutique to increase community-based employment opportunities for special needs individuals

V. Audit Proof Medical Records

- Contracted with an electronic medical record system provider, trained staff, and attempted to utilize the system for nine months. However, the system was unable to meet our program needs for documentation of billing, medical records, and staff.
- Developed agency policy of not providing medication administration services to individuals during supported employment service provision
- 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
- Rated at 88.9% or higher for compliance with medical record chart audits conducted throughout the year

VI. Continue to Meet COA Accreditation Standards

- Completed required COA form to change physical address of administrative office.
- Met credentialing requirements for local managed care organization.
- Met requirements to continue providing services with local child developmental services' agency and Division of Medical Assistance.
- No critical incidents, significant occurrences, or changes occurred requiring a COA self-report to be completed.