

Developmental Services of Dickson County
FACTOR 10 data review

1st quarter: January-March
 3rd quarter: July-September

2nd quarter: April-June
 4th quarter: October-December

Date: 11/01/2021

Category	Person Responsible	Frequency	Summary of Admin Team review (What we found out)	Summary of Admin Team review (What we found out)	Follow up (What we are doing as a result)
Factor 1: Rights, Protection and Promotion			<u>2021</u>	<u>2020</u>	<u>2019</u>
1. Rights Restrictions by	Health Assistants		Restrictions approved by COS	Restrictions approved by COS	Restrictions approved by COS
		1 st quarter	4	9	4
		2 nd quarter	10 D/C'd - 1	3	5
		3 rd quarter	6 – Waiver – Approved 4 – ECF – Approved 1 – Waiver – Discontinued	6	6
		4 th quarter		6	4 – added 3 – D/C'd
		Year total		24 2 removed	19
2. Number and percentage of people who have conservatorship in place	Christine Theofanopoulos (Annual)	Annual	45 with conservatorship	45 with conservatorship 55 without conservatorship	44 with conservatorship 56 without conservatorship
3. Number and percentage of people who have representative payees in place. Percentage of those that DSDC is payee for	Cindy Stone	Annual		73 – DSDC representative payee 22 – Family represent 2 – Manage own finances with help from COS 75%	60 – DSDC representative payee 35 – Family represent 5 – Manage own finances with help from COS 60%
See Personal Outcome Measures: # 5 – People exercise rights;#6 – People are treated fairly; #9 – People decide when to share personal information; #18 – People realize personal goals; #21 – People are respected					
Factor 2: Dignity and Respect			<u>2021</u>	<u>2020</u>	<u>2019</u>
1. 1915 Waiver - Employment report (people supported) EVERY 6 MONTHS FOR THE YEAR totals but track quarterly	Trista Garton	1st quarter	2 – Gained 0 – Lost	1 – Gained – CLS 0 – Lost	3 – Gained – CLS 1 – 1915 Wavier 0 – Lost
		2 nd quarter	3 – Job coaching 2 – Stabilization and monitoring	0 – Gained 0 – Lost	1 – Lost 1-CLS

			0 – Exploration 0 – Discovery 0 – Job Development 76 – No interest in working 8 – Employed		1-CAM
		3 rd quarter	4 – Job coaching 2 – Stabilization and monitoring 0 – Exploration 0 – Discovery 0 – Job Development 8 – Employed	Gained - 1-1915 Lost - 0	2 – Gained – CLS 2 – 1915 Wavier 1 – Lost – 1915
		4 th quarter		0 – Gained 0 – Lost	0 – Gained 1 – Lost – CLS 1 – CLS – Laid off
		Year end		2 – Gained – CLS 1 – 1915 Wavier	Gained – 5 – CLS 3 – 1915 waiver Lost – 3 – CLS 1 – 1915 waiver
2. ECF Employment report (people supported) EVERY 6 Months Add in quarterly	Mike Price	2 nd Quarter	12 – Working 20 – Not working ECF	13 – Working - 31.17% 26 – Not working - 63% 2 – Retired - 5% 7 – Not working no goal for employment - 27% 19 – Not working but has employment goals - 73%	10 – Working 15 – Not working
		4 th Quarter	0 – Job coaching 0 – Stabilization and monitoring 0 – Exploration 0 – Discovery 0 – Job Development 0 – Employed – 33.33% 0 – Retired – 6% 0 – Not working – 70% has a goal to obtain employment 0 – Not working – 30% no goal to obtain employment	10 – Working – 25% 28 – Not working - 70% 2 – Retired - 5% 5 – Not working - 18% no goal to employment 23 – Not working but has goal for employment	12 – Working 20 – Not working

		Year end work totals	0 – Working 0 – Not Working	10 – Working 28 – Not Working	22 – Working 35 – Not working
3. Vocational Rehabilitation Employment report (people supported) EVERY 6 Months Add in quarterly VR 3rd Quarter 2021 Jul-13, Aug-20, Sept 21 – Active VR 4 – SE consultations 1 – Job readiness 1 – Work site assessment 0 – Job coaching 3 – SE placements 0 – Job placements 2 – Successful closures	Trista Garton	2nd Quarter			
		4 th Quarter			
		Year end work totals	0 – Working 0 – Not Working	10 – Working 28 – Not Working	22 – Working 35 – Not working
4. Pre-ETS report	Trista Garton	2 nd Quarter	160 – Students Served 24 – Post-Secondary Education Units 194 – Job Exploration Units 6 – Self Advocacy Units 0 – Work Based Learning Units 718 – Workplace Readiness Units	N/A	N/A
		3 rd Quarter	74 – Students Served 6 – Post-Secondary Education Units 365 – Job Exploration Units 0 – Self Advocacy Units 0 – Work Based Learning Units 72 – Workplace Readiness Units	N/A	N/A
		4 th Quarter			
5. Additional Focused Training. POM HR	Christine Theofanopoulos	1 st Quarter	1 – AiM	1	N/A
		2 nd quarter	PF – 2	5	N/A

PCP AiM PF	Katie Powers		10 – Shift tech		
	Don Redden	3 rd quarter	Workman’s compensation presentation Cyber security presentation	5	N/A
		4 th quarter			6
6. Quality Assurance Reviews (Residential Night Documentation, Casual Site visit, Residential Site Evaluation, and monthly reviews Number and percentage completed	Christine Theofanopoulos Richard Streck	1 st quarter	30 out of 30 homes 90 of 90 at 100 % site evaluations by DSP 2 staff 90 – Site visits by PM completed at 100%	Completed see attached	
		2 nd quarter	30 out of 30 homes 90 of 90 at 100 % site evaluations by DSP 2 staff 90 – Site visits by PM completed at 100%	Completed see attached	
		3 rd quarter	29 out of 29 homes 87 of 87 at 100 % site evaluations by DSP 2 staff 87 – Site visits by PM completed at 100%	Completed see attached	
		4 th quarter	Night visits – Casual Site visit – Site evaluation – Monthly Reviews –	Completed See Attached	
		Year report		Completed See Attached	
See Personal Outcome measures: #6 – People are treated fairly; #9– People decide when to share personal information; #11 – People choose where they work; #13 – People live in integrated environments; #14 – People interact with other members of the community; #19 – People participate in the life of the community; #20 – People have friends; #21 – People are respected					
Factor 3: Natural Supports Network			<u>2021</u>	<u>2020</u>	<u>2019</u>
1. Social Capital Index Bonding-relationships within current social circle and those similar to us Bridging-potential relationships outside our social circle Information obtained from POM’s (Use Portal to collect information)	Christine Theofanopoulos	Annual		Bonding Social Capital 84 % average Bridging Social Capital: 98.45% average	Bonding Social Capital: 82.6% average Bridging Social Capital: 90.4% average

See Personal Outcome Measure: #1 – People are connected to natural support network

Factor 4 Protection: Abuse and Neglect			<u>2021</u>	<u>2020</u>	<u>2019</u>
<p>1. Reportable Incident Forms (as defined by DIDD, DSDC, ECF)</p> <p>Number, type</p>	<p>Laura Sellers</p> <p>Richard E. Streck</p>	1st quarter	<p>96 – Incidents 0 – Abuse 0 – Neglect 2 – Death 22 – Falls 725 – Medication variance 0 – Investigations 3 – General Hospitalizations 96 – Total incidents 64 – Reported to DIDD 1 – Skilled Nursing Facility admissions 0 – Psychiatric Hospitalizations 0 – Serious injury of unknown cause</p>	<p>93 – Incidents 0 – Abuse 3 – Neglect 1 – Death 23 – Falls 11 – Other 4 – Behavioral/psychiatric incident 25 – Medical incident 4 – Reportable staff misconduct 39 – Reportable incident forms sent to DIDD</p>	<p>121 – Incidents 3 – Abuse 8 – Neglect 1 – Death 34 – Falls 2 – Medication error 36 – Other 2 – Behavioral/psychiatric incident 24 – Medical incident 11 – Staff misconduct 61 – Reportable incident forms sent to DIDD</p>
		2nd quarter	<p>110 – Incidents 0 – Abuse 0 – Neglect 0 – Death 40 – Falls 223 – Medication Variances 3 – Investigations 6 – General Hospitalizations 0 – Skilled Nursing Facility admissions 1 – Psy Hospitalizations 0 – Serious injury of unknown cause 48 – Reportable incident forms sent to DIDD</p>	<p>60 – Incidents 0 – Abuse 0 – Neglect 1 – Death on hospice 30 – Falls 11 – ER Visits 2 – Urgent Care Visits 127 – Medication Variances 0 – Investigations opened 4 – Hospitalizations 23 – Incidents 0 – Skilled Nursing Facility admissions 0 – Psychiatric Hospitalizations 0 – Serious injury of unknown cause 23 – Reportable incident forms sent to DIDD</p>	<p>113 – Incidents 1 – Abuse 1 – Neglect 1 – Criminal conduct 2 – Death 40 – Falls 1 – Medication Variances 36 – Other 1 – Behavioral/psychiatric incident 30 – Medical incident 53 – Reportable incident forms sent to DIDD</p>
		3 rd quarter	<p>Tier 1: 0 Tier 2: 0</p>	<p>91 – Incidents 0 – Abuse 0 – Neglect 1 – Death</p>	<p>133 – Incidents 3 – Abuse 13 – Neglect 3 – Death</p>

		<p><u>Reportable Beh/Psy Events:</u> 1 – Probable or Actual Criminal Conduct</p> <p><u>Reportable Medical Events:</u> 1 – Death 4 – Pneumonia 1 – Pressure Ulcer/Decubius Ulcer 3 – Seizure 1 – Sepsis 3 – UTI</p> <p><u>Other Reportable Events:</u> 5 – Positive COVID-19 Test Results 49 – Falls 3 – Falls w/ injury 3 – Medication variance 5 – Minor Vehicle Accidents 1 – Bruise</p> <p><u>Longterm Care Adm/Discharge:</u> 9 – Planned/Unplanned Hospital Admission 2 – Skilled Nursing Facility Adm 6 – Hospital Discharge</p> <p><u>Other Adm/Discharge:</u> 0</p> <p><u>Crisis Services:</u> 4 – 911 Call 1 – EMT 15 – ER visits 1 – Police 10 – Urgent Care Facility 4 – Outpatient procedure</p> <p><u>Additional Interventions:</u> 1 – X-ray</p> <p>128 – Total Incidents 0 – Investigations 65 – Reported to DIDD</p>	<p>31 – Falls 14 – ER Visits 3 – Urgent Care Visits 113 – Medication Variences 0 – Investigations opened 7 – Hospitalizations 91 – Total incidents 52 – Incidents reported to DIDD 0 – Skilled Nursing Facility admissions 1 – Psychiatric Hospital admission 1 – Serious injury of unknown cause 52 – Incidents reported to DIDD</p>	<p>37 – Falls 2 – Medication error 52 - Other 2 – Behavioral/psychiatric incident 17 – Medical incident 4 – Staff misconduct 60 – Reportable incident forms sent to DIDD</p>
	4 th quarter		<p>168 – Incidents 0 – Abuse 2 – Neglect</p>	<p>111 – Incidents 1 – Abuse 2 – Neglect</p>

				0 – Deaths 29 – Falls 19 – ER 4 – Urgent Care Visits 121 – Med Variences 2 – Investigations Opened 6 – Hospitalizations 2 – Skilled Nursing Facility admissions 1 – Psyciatric Hospital adminssion 2 – Serious injury of unknown cause 126 – Incidents reported to DIDD	1 – Emotional Abuse 2 – Exploitation 0 – Death 39 – Falls 35 – Other 2 – Behavioral/psychiatric 25 – Medical incident 2 – Seizures 1 – Rule out fracture 1 – Staff misconduct 55 – Reportable incident forms sent to DIDD
		Year total		408 – Reportable Indicent Forms 230 – Reportable Incidents forms sent to DIDD 113 – Falls	478 – Reportable incident forms 208 – Reportable incident forms sent to DIDD

2. Quarterly overtime hours % of overtime hours verses hours worked	Amber Donegan	1st quarter	18% overtime 15,908.25 hours	15.01% overtime 14,959.50 hours	11% overtime 11,616.25 hours
		Don Redden	2 nd quarter	16% overtime 14,209.50 hours	13.86% overtime 11,142.50 hours
	3 rd quarter		26% overtime 16,932.25 hours	14.60% overtime 13,414.25 hours	8% overtime 14,723.00 hours
	4 th quarter			15.20% overtime 15,450.25 hours	9% overtime 11,558 hours
	Year total		14.95% overtime 54,966.50 Hours	9% overtime 49,474 hours	

See Personal Outcome measures: #6 – People are treated fairly; #9– People decide when to share personal information; #11 – People choose where they work; #13 – People live in integrated environments; #14 – People interact with other members of the community; #19 – People participate in the life of the community; #20 – People have friends; #21 – People are respected

Factor 5: Mistreatment and Exploitation			<u>2021</u>	<u>2020</u>	<u>2019</u>
1. ABC data (Physical, Verbal, Self-injurious, other)	IMC Laura Sellers	1st quarter	438 – Total 234 – Mild 160 – Moderate 44 – Severe	271 – Total 66 – Mild 92 – Moderate 113 – Severe	260 – Total 74 – Mild 84 – Moderate 102 - Severe
		Christine Theofanopoulos	2nd quarter	266 – Total 142 – Mild;	142 – Total 57 – Mild

			83 – Moderate 41 – Severe	52 – Moderate 33 – Severe	107 – Moderate 79 – Severe
		3 rd quarter	210 – Total 81 – Mild 81 – Moderate 55 – Severe	133 – Total 14 – Mild 65 – Moderate 54 – Severe	302 – Total 97 – Mild 110 – Moderate 106 – Severe
		4 th quarter		293 – Total 140 – Mild 105 – Moderate, 48 – Severe	278 – Total 66 – Mild 102 – Moderate 107 – Severe
		Year total		839 – ABC reports 277 – Mild 314 – Moderate 248 – Severe	1257 – ABC reports 435 – Mild 504 – Moderate 315 – Severe

2. Investigations	Laura Sellers	Year total		4 – Total investigations 3 – Unsubstantiated investigations 1 – Substantiated Neglect-Sleeping on Duty 1 – Neglect-Unfounded 25% - 1 of 4 had late reporting 60% - 6 of 10 staff misconduct 0 – Serious injury of unknown cause	4 – Substantiated 13 – Unsubstantiated 63 – Staff Misconduct (52 substantiated) 52% - Late reporting
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See Personal Outcome measures: #6 – People are treated fairly; #9– People decide when to share personal information; #11 – People choose where they work; #13 – People live in integrated environments; #14 – People interact with other members of the community; #19 – People participate in the life of the community; #20 – People have friends; #21 – People are respected

Factor 6: Best Possible Health			<u>2021</u>	<u>2020</u>	<u>2019</u>
1. Hospitalizations Geriatric facilities Nursing home – rehab Psychiatric General medical Not including flu	IMC Laura Sellers Christine Theofanopoulos	1st quarter	3 – Hospital admissions 1 – Covid19 1 – Possible stroke and pneumonia 1 – Therapy for rehab 30 days	5 – Hospital admissions; 3 – Pneumonia/Sepsis (1 p/s admitted twice 1 – upper respiratory infection 2 – Nursing home/rehab 1 – RHA/behavior respite	10 – Hospital admissions 2 – Linden Senior Center admission/discharge 2 – Cellulitis 1 – Pneumonia 1 – Abdominal pain 1 – Weakness/dehydration 1 – Seizure activity 1 – Aortic replacement surgery 1 – Brain bleed

		2nd quarter	6 – Hospital admissions 20 – Covid-19 shots completed 2 – Scheduled Surgeries 0 – Nursing homes 1 – Psychiatric admissions	4 – Hospital admissions 1 – Hernia 3 – Scheduled surgeries 0 – Nursing homes 0 – Behavior Respite	113 – Incidents 1 – Abuse 1 – Neglect 1 – Criminal conduct 2 – Death 40 – Falls 1 – medication error 36 – Other 1 – Behavioral/psychiatric incident 30 – Medical incident 53 – Reportable incident forms sent to DIDD
		3 rd quarter	9 – Planned/Unplanned Hospital Admission 5 – Positive COVID-19 Test Results 4 – Outpatient procedure 2 – Skilled Nursing Facility Adm	7 – Hospital admissions 1 – BR 1 – UTI 1 – Surgery 1 – Respiratory	1 – Hospital Admission 1 – Persistent cough
		4 th quarter List for Hospital Only		4 – Hospital Admissions 1 – Respiratory 1 – Tube placement 1 – Hernia 1 – Numerous complications	2 – Hospital Admission 1 – Sepsis 1 – A-Fib
		Year total		20 – Hospitalizations	20 - Hospitalizations
2. Medication doses given in error Class 1 = Category A: capacity to cause a medication-use variance Class 2=Category B: Variance occurred, but was detected before it reached the individual Category C: Variance occurred, reached the individual, but caused no harm or is unlikely to cause harm Category D: Variance will require additional person monitoring, but is unlikely to result in a change in vital signs or cause harm Class 3=Category E: Variance requires intervention and caused or is likely to cause the person temporary harm Category F: Variance caused or is likely to cause temporary harm requiring hospitalization Category G: Variance caused or is likely to cause permanent harm to the person	Laura Sellers Christine Theofanopoulos Richard E. Streck	1 st quarter	725 – Total 513 – A class 4 – B class 180 – C class 0 – D class 0 – E class 0 – F class 0 – G class 0 – H class 0 – I class 29 – Blank	160 – Total 32 – A class 3 – B class 113 – C class 1 – D class 0 – E class 0 – F class 0 – G class 0 – H class 0 – I class 3 – Blank	N/A
		2 nd quarter	223-Total 22 – in A Class 4 – B Class 193 – C Class 3 – D class	127 – Total 49 – A class 1 – B class 66 – C class 8 – D class	N/A

Category H: near death event (e.g. anaphylaxis, cardiac arrest) Class 4=Category I: contributed to the person's death			0 – E Class 0 – F Class 0 – G Class 0 – H Class	0 – E class 0 – F class 0 – G class 0 – H class 3 – Blank	
	3 rd quarter		263 – Total 24 – A Class 1 – B Class 189 – C Class 4 – D Class 0 – E Class 0 – F Class	113 – Total 19 – A Class 2 – B class 73 – C class 4 – D class 0 – E class 0 – F class 10 - Blank	N/A
	4 th quarter			96 – Total 9 – A class 2 – B class 84 – C class 0 – D class 1 – E class 0 – F class 0 – Blank	N/A
	Year total			496 – Total 109 – A Class 386 – Class 2 (B,C,D,) 1 – Class 3 (E) 16 – Blank	N/A
3. Serious Injuries of unknown origin (requiring medical intervention) ex. Burns, broken bones and sprains etc.	IMC Christine Theofanopoulos Laura Sellers	1st quarter	0	1	N/A
		2nd quarter	0	0	N/A
		3 rd quarter	0	0	N/A
		4 th quarter		2	N/A
		Year total		3	
4. Emergency Room visits, Urgent Care, Medical visits	IMC Christine Theofanopoulos Laura Sellers	1 st quarter	12 – Emergency Room Visit 6 – Urgent care visits; 105 – Medical Visits	15 – Emergency Room visits; 32 – Urgent Care visits; 755 – Medical visits	26 – Emergency Room visits 29 – Urgent Care visits 601 – Medical visits
		2 nd quarter	25 – Emergency Room Visit 13 – Urgent Care visits 6 – Hospitalizations 417 – Medical visit	11 – Emergency Room Visits 2 – Urgent care visits 4 – Hospitalizations 741 – Medical visits	24 – Emergency Room visits 39 – Urgent Care visits 790 – Medical visits
		3 rd quarter	4 – 911 Call	14 – Emergency Room	43 – Emergency Room visits

			1 – EMT 15 – ER visits 1 – Police 10 – Urgent Care Facility 9 – Planned/Unplanned Hospital Admission Medical visits	3 – Urgent Care visits 7 – Hospitalizations. 719 – Medical Visits	27 – Urgent Care visits 712 – Medical visits
		4 th quarter		19 – Emergency Room 4 – Urgent Care visits, 6 – Hospitalization; 2 – Psychiatric admissions	18 – Emergency Room visits 23 – Urgent Care visits 667 – Medical visits
		Year total		59 – Emergency Room Visits 41 – Urgent Care visits 17 – Hospitalizations 2,215 – Medical visits	111 – ER visits 118 – Urgent Care visits 2770 – Medical visits
5. MEDICAL DISAGOSIS only. INCLUDING HOSPICE Nursing home	IMC Laura Sellers	1 st quarter	Initial diagnosis: 2 – Edema 2 – Hemoroids 1 – Pressure ulcer 1 – Hospice	Initial diagnosis: 2 – GERD 2 – Hemoroids 2 – Astigmatism 1 – Meridional refractive amblyopia 1 – Osteopenia 2 – Hospice	1 – Cancer
		2 nd quarter	Initial diagnosis: 1 – renal cell carcinoma 1 – gastric pyloric ulcer 1 – hiatal hernia 1 – paranoia 1 – nonhodgkins lymphoma 1 – trilobar hyperplasia of prostate 1 – degenerative scoliosis of lumbar spine 1 – diabetes 1 – sleep apnea 1 – periodontal Class IV and severe bone loss 1 – gastroparesis and Gastritis 1 – acute lymphoblastic leukemia	Initial diagnosis: 1 – Gastritis 2 – Cateracts 3 – Stigmatism 2 – Hospice	1 – Cancer
		3 rd quarter	Initial diagnosis:	Initial diagnosis:	N/A

			1 – Iron deficiency/Anemia 1 – Spondylosis 1 – Mild Anemia 1 – Dermatitis 1 – Renal Cell Carcinoma 1 – Hearing loss 1 – Onychomycosis 1 – Obese	2 – Cataracts 1 – Hearing loss 1 – Pectus Carnatum 1 – Hospice	
		4 th quarter		Initial diagnosis: 9 – COVID 19 1 – Cataracts 61 – Covid tests 1 – Tube placement 1 – Hospice	N/A
		Year total		2 – Gerd 2 – Hemorioids 3 – Cataracts 1 – Hearing loss 3 - Stigmatisms 1 – Hospice 1 – Nursing home 17 – Positive for Covid19	2 – Cancer
6. Falls	Laura Sellers	1 st quarter	22	35	28
		2 nd quarter	40	30	35
		3 rd quarter	49	31	35
		4 th quarter		29	37
		Year total		125 – Falls	142 – Falls
7. Infectious Disease (Flu, UTI, pneumonia, sepsis, aspiration pneumonia, etc) Added 2nd Quarter Covid 19 testing -C Added 3rd Quarter Covid 19 Testing C Added 4th Quarter Covid 19 Testing C	Christine Theofanopoulos Richard E. Streck	1 st quarter	1 – Respiratory 2 – Urinary track infection 0 – Skin 1 – Eyes 1 – Ears 2 – Gastrointestinal 3 – Covid Negative	8 – Respiratory 6 – Urinary track infection 10 – Skin 0 – Eyes 0 – Ears 3 – Throat 3 – Sinus 0 – Gastrointestinal	8 – Respiratory 4 – Urinary track infection 4 – Skin 22 – Eyes 4 – Ears 0 – Throat 0 – Sinus 0 – Gastrointestinal
		2 nd quarter	5 – Respiratory 8 – Urinary track infection 3 – Skin 2 – Eyes	2 – Respiratory 4 – Urinary track infection 4 – Skin 0 – Eyes	3 – Respiratory 5 – Urinary track infection 0 – Skin 0 – Eyes

			2 – Ears 2 – Gastrointestinal	0 – Ears 51 – Covid Negative	0 – Ears 0 – Throat 0 – Sinus 0 – Gastrointestinal
		3 rd quarter	4 – Respiratory 3 – Urinary tract infection 2 – Skin 1 – Eyes 1 – Ears 1 – Sepsis 5 – Positive Covid-19	9 – Respiratory 2 – Urinary track infection 3 – Skin 0 – Eyes 1 – Ears 4 – Throat 1 – Sinus 17 – Retested 3 Positive	0 – Respiratory 0 – Urinary track infection 5 – Skin 0 – Eyes 0 – Ears 0 – Throat 0 – Sinus 0 – Gastrointestinal
		4 th quarter		0 – Respiratory 5 – Urinary track infection 3 – Skin 0 – Eyes 2 – Ears 0 – Throat 2 – Sinus 2 – Gastrointestinal 61 – Covid-19 tests 14 – Positive Results	16 – Respiratory 5 – Urinary track infection 9 – Skin 1 – Eyes 2 – Ears 0 – Throat 1 – Sinus 1 – Gastrointestinal
		Year report		21 – Respiratory 17 – Urinary track infection 17 – Skin 0 – Eyes 5 – Ears 7 – Throat 3 – Sinus 0 – Gastrointestinal 78 – Covid-19 tests 17 – Positive results	11 – Respiratory 14 – Urinary track infection 18 – Skin 23 – Eyes 6 – Ears 0 – Throat 1 – Sinus 1 – Gastrointestinal

Personal Outcome Measure #4 – People have the best possible health

Factor 7 Safe Environment			<u>2021</u>	<u>2020</u>	<u>2019</u>
1. Work Comp Claims # of claims by type, lost days	Faith Smith	1 st quarter	3 – Slip/Trip/Fall-Location-Home 8 – Pandemic 0 – Lost Days	1 – Slip/Trip/Fall 2 – Motor Vehicle 1 – Caught in/under/between 2 – Combative 0 – In-Home	2 – Slip/Trip/Fall 2 – Community 210 – Lost Days

			0 – Community 5 – Vehicle 4 – Lost days		
		2 nd quarter	2 – Slip/Trip/Fall 3 – Combative 1 – Manual Material Handling 3 – Cut/Puncture/Scrape 1 – Miscellaneous 14 – Lost Days 10 – Home	1 – Slip/Trip/Falls 2 – Miscellaneous 1 – Strain or injury by pulling/pushing 0 – Lost days 4 – In-home 0 – Community 0 – Vehicle	3 – Slip/Trip/Fall 3 – Motor Vehicle 1 – Cut/Puncture/Scrape 3 – In Home 1 – Community 3 – Vehicle 0 – Lost days
		3 rd quarter	2 – Slip/Trip/Fall 1 – Combative 1 – Manual Material Handling 1 – Resident/Patient Handling 0 – Cut/Puncture/Scrape 1 – Miscellaneous 1 – Pandemic 77 – Lost Days 6 – Home 1 – Community	0 – Slip/ Trip/ Falls 1 – Lifting 9 – Pandemic;; 0 – Lost Days-0 (COVID days were not paid through 0 – Location 2 – In home 9 – Other/ Pandemic	3 – Motor Vehicle 1 – Struck Against/By 2 – Manual Material Handling 1 – Foreign Body in Eye 3 – In-Home 3 – Vehicle 2 – Community 72 – Lost Day
		4 th quarter		1 – Miscellaneous 13 – Pandemic 87 – Lost Days related to COVID 1 – Community 11 – Other/pandemic	6 – Slip/Trip/Fall 1 – Caught In/Under/Between 1 – Combative 1 – Manual Material Handling 2 – Community 7 – In-Home 49 – Lost Days
		Year total		3 – Slip Trips and Falls 2 – Motor Vehicle 13 – Pandemic 87 – Covid related 22 – Pandemic	11 – Slip/Trip/Fall 6 – Motor Vehicle 1 – Cut/Puncture/Scrape 1 – Struck Against/By 3 – Manual Material Handling 1 – Foreign Body in Eye 1 – Combative 1 – Caught In/Under/Between 331 – Lost Days 13 – In-Home 7 – Community 6 – Vehicle

2. Maintenance Requests # submitted/# completed by quarter	Christine Theofanopoulos	1 st quarter	103 – Maintenance requests 91 – Completed within 72 hours 88.35% completion	109 – Maintenance requests 96 – Completed within 72 hours 88.07% completion	127 – Maintenance requests 82 – Completed within 72 hours 65% completion
		2 nd quarter	114 – Maintenance requests 77 – Completed within 72 hours 67.54 % completion	78 – Maintenance requestis 76 – Completed within 72 hours 97.44 % completion:	117 – Maintenance requests 111 – Completed within 72 hours 63% completion
		3 rd quarter	102 – Maintenance requests 82 – Completed within 72 hours 80.39% completion	88 – Maintenance request 79 – Completed within 72 hours 89.77% completion	162 – Maintenance requests 103 – Completed within 72 hours 64% completion
		4 th quarter		87 – Maintenance Requestss 68 – Completed within 72 hours 78.16 % Completion	102 – Maintenance requests 70 – Completed within 72 hours 68.63% completion
		Year total		357 – Maintenance Requests 316 – Completed within 72 hour 88.52 % Completion	508 – Total 366 – Completed 142 – Not completed
3. Outside Agency Reviews DIDD-Home Inspections, HUD-2 Buckner/1 Lightfoot (See Attachments) Numbers of Homes inpected.	Adam Lechner	1 st quarter	0 – Agency Reviews	0 – Agency reviews	0 – Agency Reviews
		2 nd quarter	0 – Agency Reviews	0 – Agency Reviews	5 – Agency Reviews 5 – Passed
		3 rd quarter	8 – DIDD Home Inspections in July 2021 DIDD licensure Aug 2021	1 – Agency Review	5 – Agency Reviews 5 – Passed
		4 th quarter		0 – Agency Reviews	3 – Inspected 3 – Passed
4. Regulatory Visits-Section 8, Licensure, Dept. of Health, CLS- MCO inspections (See Attachments)	Adam Lechner	1st quarter	0	0	N/A
		2 nd quarter	0	0	N/A
		3 rd quarter	0	1	N/A
		4 th quarter		0	N/A

See Personal Outcome Measures: #3 – People are safe; #12 – People use their environments					
Factor 8 Staff Resources and Supports			2021	2020	2019
1. Focus group responses (See attachments) Date they occurred and what group of people participated.	Katie Powers	4 th quarter		1 – 09/04/2020 Supported Ind 1 – 09/05/2020 DSP staff	1 – 10/03/19 2 – 10/17/19
2. QA Survey data	Katie Powers	Annual	Modified review – No score	50 – Proficient	46 – Fair
3. New Hire 90 day Review questionnaires	Faith	1st quarter		Used by Management	N/A
		2nd quarter	6 completed	Used by management	N/A
		3rd quarter	7 out of 11 were completed	Used by management	N/A
		4th quarter		Used by Management	N/A
4. Exit interviews Annually	Faith Smith	Annually (4 th qrtr)	1 – Retirement 2 – Unhappy with Job 1 – Moving 2 – Better Pay 4 – Offered another job 1 – 12 hour shifts	3 – Retirement: 2 – Better Pay 4 – Offered another job 1 – Moving away 3 – Unhappy with job duties/burnout 1 – Family/personal problems	1 – Personal Reasons 1 – Staying home with family 0 – other 3 – Another job 2 – Moving 1 – Retire 53 – Unknown
5. Vacancies-Number hired, number leaving, turn over %, number of vacancies DSPs, Managers, LPNs	Faith Smith	1 st quarter	8 – Hired 11 – Termed 6.1% Turnover 18 – DSP vacancies 4 – LPN's 0 – Administrative	19 – Hired 17 – Termed 8.95% Turnover 12 – DSP vacancies 3 – LPN's 0 – Administrative	11 – Hired 15 – Termed
		2 nd quarter	11- Hired 16 – Termed 8.89% Turnover 24 – DSP vacancies 0 – LPN's 0 – Administrative	9 – Hired 20 – Termed 6.82% Turnover 7 – DSP Vacancies 2 – LPN's 0 – Administrative	14 – Hired 10 – Termed 8.02% Turnover 11 – DSP vacancies 4 – LPN's 0 – Administrative
		3rd quarter	13 – Hired	13 – Hired	19 – Hired

			11 – Termed 8.98% Turnover 23 – DSP vacancies 2 – LPN’s 1 – Administrative	11 – Termed 6.18% Turnover 13 – DSP’s vacancies 3 – LPN’s 0 – Administrative	22 – Termed 5.44% Turnover 8 – DSP vacancies 4 – LPN’s 1 – Administrative
		4 th quarter		4 – Hired 9 – Termed 6.2% Turnover 13 – DSP vacancies 2 – LPN 0 – Administrative	14 – Hired 13 – Termed 11.76% Turnover 11 – DSP vacancies 3 – LPN’s 0 – Administrative
		ANNUAL TOTAL		45 – Hired 57 – Termed 7.14% Turnover 35 – DSP vacancies 10 – LPN’s 0 – Administrative	58 – Hired 60 – Termed 9.3% Turnover 30 – DSP vacancies 11 – LPN’s 1 – Administrative

See Personal Outcome Measures: #3 – People are safe; #12 – People use their environments

Factor 9 Positive Services and Supports			2021	2020	2019
1. Psychotropic medication changes new charting in 2021	Health Coordinators Christine Theofanopoulos Richard E. Streck	1 st quarter	0 psychotropic - 16 1 psychotropic – 21 2 psychotropic – 22 3 psychotropic – 20 4 psychotropic – 10 5 psychotropic – 1 6 psychotropic – 1 10 psychotropic – 1 (hospice)	0 psychotropic - 5 1 psychotropic – 26 2 psychotropic – 19 3 psychotropic – 19 4 psychotropic – 6 5 psychotropic – 2 6 psychotropic – 3 7 psychotropic - 1 7 families do not provide medication list and administer medications at home	N/A
		2 nd quarter	0 psychotropic - 16 1 psychotropic – 21 2 psychotropic – 22 3 psychotropic – 20 4 psychotropic – 10 5 psychotropic – 1 6 psychotropic – 1 10 psychotropic – 1 (hospice)	0 psychotropic - 21 1 psychotropic – 28 2 psychotropic – 14 3 psychotropic – 14 4 psychotropic – 4 5 psychotropic – 1 10 psychotropic – 1 (Hospice)	N/A

				7 families do not provide medication list and administer medications at home	
		3 rd quarter	0 psychotropic – 16 1 psychotropic – 15 waiver/5 ECF 2 psychotropic – 20 3 psychotropic – 10 waiver/1 ECF 4 psychotropic – 9 waiver/1 ECF 5 psychotropic – 2 6 psychotropic – 3 10 psychotropic – 1 (hospice)	0 psychotropic - 21 1 psychotropic – 24 2 psychotropic – 23 3 psychotropic – 17 4 psychotropic – 7 5 psychotropic – 3 6 psychotropic – 1 7 psychotropic – 1 8 psychotropic – 1 10 psychotropic – 1 (Hospice) 7 families do not provide medication list and administer medications at home	N/A
		4 th quarter		0 psychotropic - 5 1 psychotropic – 26 2 psychotropic – 19 3 psychotropic – 19 4 psychotropic – 6 5 psychotropic – 2 6 psychotropic – 3 7 psychotropic - 1 10 psychotropic – 7 families do not provide medication list and administer medications at home	<3 psychotropic 62 3 psychotropic – 17 4 psychotropic – 8 5 psychotropic – 2 6 psychotropic – 2 7 psychotropic – 1 8 psychotropic – 1 (hospice) 6 families do not provide medication list and administer medications at home
		Year total		710 Per Day 63,810 Doses this Year	N/A
2. NUMBER OF BSP	Katie Powers	Year end report		5 people with BSPs	N/A
3. UTILIZATION OF PERSON CENTERED TOOLS	Christine Theofanopoulos	1st quarter	19	3	N/A
		2nd quarter	24	27	N/A
		3rd quarter	14	14	N/A
		4th quarter		18	N/A
		Year total		62 – Total out of 63.	N/A
Vision VS. Outcomes 2020-2021					

				One family refusal for PCP tools 98.4%- total	
See Personal Outcome Measures: #10 – People choose where and with whom they live; #11 – People choose where they work; #17 – People choose personal goals					
Factor 10 Continuity and Security			2021	2020	2019
1. Risk Management – Accounting/ Financial Condition	Don Redden	Annual	Significant rate increases in ECF and 1915 waiver programs.	Change to Employment and Day services. Noted that we are looking at the Community Based Day loss with the Covid19 changes. Paying People more per hour	
2. Financial Condition	Don Redden	Annual	<u>FY2020-2021</u> Revenue: \$12,718,566 Expense: \$12,416,722 Net: \$301,844	<u>FY 2019-2020</u> Revenue: \$12,854,542 Expense: \$12,352,115 Net: \$474,297	<u>FY 2018-2019</u> Revenue: \$12,609,757 Expense: \$11,979,737 Net: \$630,020
3. Home Inspections (Site Evaluations)	Adam Lechner	Annual		1,149 – Casual site visits 429 – Formal site visits 53 – Home inspections	
4. Fire Drill	Adam Lechner	Annual		546 fire drills	
5. Admissions/Discharge summary data	Don Redden	Annual	<u>Waiver</u> <u>ECF</u>	<u>Waiver</u> 0 – Admissions 0 - Mortality <u>ECF</u> 5 – Admissions 1 – Mortality 4 – Net increase	<u>Waiver</u> 2 – Admissions 1 – Discharge 6 – Mortality <u>CLS Waiver</u> 1 – Admissions 1 – Discharge 0 – Mortality

Outcome		2021				2020				2020-2021 total
		1 st quarter	2 nd quarter	3 rd quarter	4 th quarter	1 st quarter	2 nd quarter	3 rd quarter	4 th quarter	
1. People are Safe	Outcomes	19 present	24 present	14 present		4 present	1 present	14 present	18 present	
	Supports	19 in place	24 in place	14 in place		4 in place	1 in place	14 in place	18 in place	
2. People are free from abuse and neglect	Outcomes	19 present	24 present	14 present		4 present	1 present	14 present	18 Present	
	Supports	19 in place	24 in place	14 in place		4 in place	1 in place	14 in place	18 in place	
3. People have the best possible health	Outcomes	19 present	24 present	14 present		4 present	1 present	14 present	18 Present	
	Supports	19 in place	24 in place	14 in place		4 in place	1 in place	14 in place	18 in place	
4. People experience continuity and security	Outcomes	19 present	24 present	14 present		4 present	1 present	14 present	18 Present	
	Supports	19 in place	24 in place	14 in place		4 in place	1 in place	14 in place	18 in place	
5. People exercise rights	Outcomes	14 present	18 present	12 present		2 present 2 not present	1 present	11present	12 Present	
	Supports	19 in place	24 in place	14 in place		4 in place	1 in place	14 in place	18 in place	
6. People are treated fairly	Outcomes	19 present	24 present	14 present		4 present	1 present	14 present	18 Present	
	Supports	19 in place	24 in place	24 in place		4 in place	1 in place	14 in place	18 in place	
7. People are respected	Outcomes	19 present	24 present	14 present		4 present	1 present	14 present	18 Present	
	Supports	19 in place	24 in place	14 in place		4 in place	1 in place	14 in place	18 in place	
8. People use their environments	Outcomes	19 present	22 present	12 present		4 present	1 present	10 present	18 present	
	Supports	19 in place	24 in place	14 in place		4 in place	1 in place	14 in place	18 in place	
9. People live in integrated environments	Outcomes	19 present	24 present	14 present		4 present	1 present	14 present	18 present	
	Supports	19 in place	24 in place	14 in place		4 in place	1 in place	14 in place	18 in place	
10. People interact with other members of the community	Outcomes	11 present	11 present	14 present		4 present	1 present	9 present	18 present	
	Supports	19 in place	23 in place	14 in place		4 in place	1 in place	14 in place	18 in place	
11. People participate in the life of the community	Outcomes		19 present	9 present		4 present	1 present	9 present	14 present	
	Supports	19 in place	24 in place	14 in place		4 in place	1 in place	14 in place	18 in place	
12. People are connected to natural support networks	Outcomes	11 present	16 present	10 present		4 present	1 present	14 present	14 present	
	Supports	11 in place	19 in place	14 in place		4 in place	1 in place	14 in place	18 in place	
13. People have friends	Outcomes	12 present	23 present	12 present		4 present	1 present	14 present	18 present	
	Supports	12 in place	24 in place	14 in place		4 in place	1 in place	14 in place	18 in place	
14. People have intimate relationships	Outcomes	6 present	5 present	2 present		2 present 2 not present	1 present	9 present	6 present	
	Supports	6 in place	5 in place	12 in place		4 in place	1 in place	14 in place	18 in place	
	Outcomes	16 present	19 present	6 present		4 present	1 present	14 present	18 present	

15. People decide when to share personal information	Supports	16 in place	24 in place	8 in place		4 in place	1 in place	14 in place	18 in place	
16. People perform different social roles	Outcomes	4 present	5 present	3 present		1 present 3 not present	1 present	9 present	11 present	
	Supports	4 in place	5 in place	11 in place		4 in place	1 in place	14 in place	18 in place	
17. People choose where and with whom they live	Outcomes	16 present	24 present	14 present		4 present	1 present	14 present	18 present	
	Supports	16 in place	24 in place	14 in place		4 in place	1 in place	14 in place	18 in place	
18. People choose where they work	Outcomes	3 present	2 present	1present		0 present, 2 retired, 2 choose not to work	1 present	2 present, 11 retired, and 1 chose not to work	3 present 14 retired 1 choses not to work	
	Supports	3 in place	2 in place	1 in place Available if needed		0 in place, available if needed	1 in place	2 in place, all 14 available if needed.	3 in place all 18 available if needed	
19. People choose services	Outcomes	16 present	18 present			4 present	1 present	14 present	18 present	
	Supports	16 in place	24 in place	10 present		4 in place	1 in place	14 in place	18 in place	
20. People choose personal goals	Outcomes	19 present	24 present	13 present		4 present	1 present	14 present	18 present	
	Supports	19 in place	24 in place	14 in place		4 in place	1 in place	14 in place	18 in place	
21. People realize personal goals	Outcomes	16 present	18 present	13 present		4 present	1 present	11 present	14 present	
	Supports	19 in place	18 in place	14 in place		4 in place	1 in place	14 in place	18 in place	
POM Follow up:	1st quarter:	People want to have more friends and community connections 2021								
	2nd quarter	Due to Covid19 it has been hard to get out into the community safely, however, people still want to make more friends and more connections in their community. 2021								
	3rd quarter:	Due to Covid19 we still are not being able to get out as often prior. However, making new friends is very important to everyone as well as fetting out into the community too.								
	4th quarter:	2020-Added Relationship Maps to all new ISP pre Planning.								