

PERFORMANCE & QUALITY IMPROVEMENT

1st Quarter 2019



"EMPOWERING THE PURSUIT OF EXCELLENCE"

HOLLIS ACADEMY, INC.

Employees of the Month ☪

Each month we recognize our employees that go above and beyond the call of duty to make Hollis Academy a positive, productive environment. Congratulations to the nine chosen this 1st quarter of 2019! Your desire to improve our facility and commitment to excellence is noticed and appreciated. Each of the recipients will receive a certificate, bonus, and their status, along with following photos, posted in the main building near the entrance.



1st shift- Michael Dugger



JANUARY 2019
2nd shift- Daniel King



3rd shift- Devin Letson



1st shift- Michael Dugger



FEBRUARY 2019
2nd shift- Daniel King



3rd shift- C.J. Butler



1st shift- Michael Dugger



MARCH 2019
2nd shift- Jeremy Staggs



3rd shift- Kellie Deal

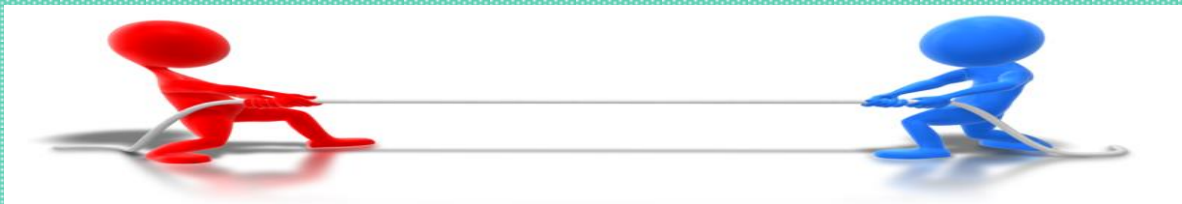


Quarterly Administrative Review of Immediate and Ongoing Risks

The committee utilized the Quarterly Administrative Review of Immediate and Ongoing Risks form to discuss and record information. There were twelve (12) accidents during the current quarter and eight (8) during the previous quarter. Thirty-three (33) grievances were documented (compared to 37 in the fourth quarter and 68 in the third quarter) with all 33 being resolved and none appealed. In the previous quarter, there were 132 incidents, and in this quarter there were 186. Selected categories were as follows:

(During all restraints, authorized procedures were used, the restraint was correctly supervised, all staff members involved were trained and certified in the Handle With Care Behavior Management System, and all parties were correctly notified.)

Incidents by Category	2 nd Quarter 2018	3 rd Quarter 2018	4 th Quarter 2018	1 st Quarter 2019
Total contraband incidents	45	33	55	64
Contraband found during room search	40	15	42	55
Total restraint incidents	12	28	10	27
Restraint due to fight	8	9	0	7
Restraint involving injury to resident	0	0	0	0
Restraint involving injury to staff	0	0	1	2
Restraint involving injury to other	0	0	0	0
Number of runaways from facility	5	4	10	5
Runaways due to FTR	6	2	4	3



CASE RECORD REVIEWS

The overall rate of compliance for the quarter was 98.26% compared to 99.69% for the last quarter. This is still above the target of 98%. Nice job, counselors!

The following areas are those which did not achieve 100%:

Signed Authorization to Release Info, All assessments up-to-date and within time frame, Psychological Assessments, Alcohol and Drug Assessments, Documentation: BSM Plan provided to parent/guardian, Signature of resident/guardian on BSM Plan, IPP completed within 30 days if not present, DCS Permanency Plan, CANS Assessment or documentation of requests, Utilization Review signed by resident, TN Care/Ins Card Copy, Informed Consent to Routine Health Services for Minors, Immunization Records, Physical Exam, Dental, Informed Consent for Psychotropic Medication, Mental Health/Psychiatric Notes, Mental Health Services/Evaluation referral.

Results for representative areas were as follows:

CASE RECORD CONTENT	2 nd Quarter 2018	3 rd Quarter 2018	4 th Quarter 2018	1 st Quarter 2019
Documentation of receipt of Resident Handbook	100%	100%	100%	100%
Signed Authorization(s) to Release Information	100%	98%	100%	82%
All assessments up-to-date and within timeframe	100%	100%	100%	98%
Behavior Support and Management Plan in chart	100%	100%	100%	100%
IPP completed within 30 days from admission	100%	100%	100%	93%
Documentation: IPP provided to parent if not present	100%	100%	100%	88%
Utilization Review present in chart	100%	100%	100%	100%

Quarterly IPP Update present if due	100%	100%	100%	100%
Case Manager session notes up-to-date	100%	100%	100%	100%
Supervisor review, signed and dated	100%	100%	100%	100%
Signed Consent to receive medication	100%	100%	100%	96%
Administrative review of physical restraint incidents	50%	100%	100%	100%
Documentation that parent/guardian letter sent	100%	100%	100%	100%
PREA acknowledgement	100%	100%	100%	100%
PREA checklist	100%	100%	100%	100%
OVERALL COMPLIANCE	99.53%	99.38%	99.69%	98.26%



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