

Continuous Quality Improvement Plan



December 2024

Quality Improvement Plan

December 1, 2024

Section 2

Introduction

Mission:

A-1 Universal Care, Inc. (AUC) is a not-for-profit organization founded in 1995 and is dedicated to providing quality services to the intellectually and developmentally disabled residing in Long Island.

WE BELIEVE that every person who is intellectually and developmentally disabled is entitled to be integrated into society. It is our duty to assist individuals toward becoming self-sufficient and productive members of society. It is our belief that all intellectually and developmentally disabled individuals are entitled to the same opportunities, dignity and respect as all other members of society.

WE SEEK to provide all our services in a spirit of excellence, genuine caring and mutual respect for consumers, family and staff.

WE PLEDGE to continue developing programs to reach those most in need and to provide outreach to those who are unaware of the availability of services.

WE STRIVE to promote a supportive environment where each person, is viewed as important, respected, every idea is appreciated, and one's labor is valued.

The key aspects of our agency programs and services are increasing the self-esteem of the individuals served by promoting dignity & independence while offering the tools and opportunities to achieve their goals.

The following Quality Improvement Plan serves as the foundation for A-1 Universal Care, Inc.'s commitment to continuously improve the quality of the supports and services it provides.

Section 3

Overview of Quality Improvement System

Quality. Quality is, in part, defined by basic assurances that are essential, fundamental and non-negotiable requirements. They are demonstrations of successful systems in the areas of health, safety and human security. Basic Assurances also address the provision of protections from the person's perspective. Basic Assurances are assessed and implemented at both an organizational level and an individual level.

A-1 Universal Care, Inc. is fully committed to maintaining the presence of Basic Assurances and understands that on-going assessment is an essential part of this process. Accordingly,

we monitor the following organizational systems:

1. Rights Protection and Promotion
2. Dignity and Respect
3. Natural Support Networks
4. Protection from Abuse/Neglect/Exploitation
5. Best Possible Health
6. Safe Environments
7. Staff Resources and Supports
8. Positive Services and Supports
9. Continuity and Personal Security
10. Basic Assurances Monitoring Systems

Basic Assurances are also monitored from the perspective of the people we support. Assessment takes place informally - through conversations and daily interactions and formally through the treatment planning process. Among the issues that are addressed are:

- Are individuals' needs and expectations respected;
- Are the individuals' and those whom they designate have the opportunity to participate in important decisions;
- Is risk minimized so that individuals feel safe and secure;
- Do individuals enjoy the best possible health;
- Are relationships with family, friends and intimates encouraged and supported.

Quality Improvement Principles. Quality improvement is a systematic approach to identifying critical data and information that is needed to assess and monitor whether the people we support are achieving their personal, clinical and functional outcomes. Our approach to quality improvement is based on the following principles:

- ☐ **Person-Centered Focus.** We believe in empowering an individual to achieve his or her own vision of the future and then fostering an alliance among the individual, family, professionals, friends and community members to make that vision a reality.
- ☐ **Data Informed Practice.** Successful QI processes create feedback loops, using data to inform practice and measure results.
- ☐ **Employee Empowerment.** Effective programs involve people at all levels of the organization in improving quality.
- ☐ **Leadership Involvement.** Strong leadership, direction and support of quality improvement activities are key to performance improvement. This involvement of organizational leadership assures that quality improvement initiatives are consistent with our mission and strategic plan.
- ☐ **Continuous Improvement.** We continually evaluate our basic systems and practices

and invest a significant amount of time in Quality Planning, Quality Improvement and Quality Metrics.

Continuous Quality Improvement Activities. Quality improvement activities emerge from a systematic and organized framework for improvement. This framework is understood, accepted and utilized throughout the organization, because of continuous education and involvement of staff at all levels in performance improvement. Quality Improvement involves two primary activities:

- ☐ Measuring and assessing the outcomes and supports through the collection and analysis of data.
- ☐ Conducting quality improvement initiatives and taking action where indicated.

AUC's approach to Quality Improvement involves all our senior members. Quality Improvement strategies are discussed quarterly with the management team. Issues around quality performance are discussed with a team approach on how to address and resolve.

Agency progress is discussed quarterly with respect to performance data and QI initiatives. The data is shared quarterly with the Board of directors as well as recommendations, if necessary, on how to increase quality performance.

Section 4

Areas for Improvements

Keeping in line with the agency's mission of increasing the self-esteem of the individuals served by promoting dignity & independence while offering the tools and opportunities to achieve their goals, AUC has identified areas for improvement based on stakeholder feedback.

- ☐ Increasing individual involvement in agency decision making regarding service delivery
- ☐ Increased and (transparent) communication with individuals, staff, parents, advocates and other stakeholders
- ☐ Increased training and empowerment of staff on quality improvement and CQL "categories" (topics)

Section 5

Goals and Objectives

Goals and objectives are ongoing and changing based on the organization's activities. Progress in meeting these goals and objectives is an important part of the annual evaluation of quality improvement activities.

The following are the ongoing long-term goals for A-1 Universal Care, Inc.:

- ☐ To implement quantitative measurement to assess progress related to our plan and Basic Assurances.

- To bring staff together to establish key performance indicators;
- To carefully prioritize issues and recommend solutions for areas that need improvement;
- To achieve measurable improvement in the highest priority areas;
- To meet internal and external reporting requirements;

Quality tools and techniques used include key performance indicators. Key Performance Indicators are meaningful measures that provide information about how effective we are in achieving the mission of the organization. KPI's are divided into the following matrix:

- Individual; Personal Outcome Measures; Clinical Outcomes; Functional Outcomes
- Employee; Effective Recruitment Strategies; Retention; Competent, Trained Workforce
- Financial; Maximizing Revenue; Controlling Expenses; Fiscal Sustainability
- Management Processes; Safety & Security; Branding, Marketing, Fundraising; System Efficiencies

Analyzing information related to these indicators on a regular basis is integral to the performance of the service delivery system. Continuous Quality Improvement involves taking action as needed based on the results of the data analysis.

The Key Performance Indicators selected for 2023 are as follows:

INDIVIDUAL:

- Utilize Person-Centered Planning and Delivery approaches to ensure each person's personal needs, expressed preferences, and decisions concerning his/her life in the community are effectively planned and implemented.
- Increase Individual involvement in program policies and hiring.
- Improve communication of policy, procedures and agency activities

EMPLOYEE:

- Utilize entrance and exit interview data for staff that resign or are terminated within one year to assess recruitment/retention strategies.
- Improve communication of policy, procedures and agency activities

FINANCIAL:

- Maximize utilization vs. authorization
- Capture excess (deficiency) revenue over expenses closer to real time
- Effectively manage risk and reduce insurance and other costs

MANAGEMENT PROCESSES:

- Marketing – Increase visibility efforts
- Vehicle Safety – Reduce the number of unsafe driver practices
- Fundraising – Acquire a donor base; implement fundraising efforts

Section 6

Communication

Communication of the quality expectations and the Quality Improvement Plan is integral in effectively providing quality services and supports. Quality efforts are monitored on an ongoing basis. These efforts are discussed monthly in our management meetings and quarterly at the board meetings.

The Quality Improvement Plan is available to our stakeholders on our website, www.aluniversalcare.org. As the plan is updated, stakeholders will be notified via email that the updated plan is available for review online and accessible at any time.

Section 7

Approval of the QIP

An evaluation is completed at the end of each calendar year. The annual evaluation is conducted by the Executive Director who reviews it with the senior management team.

The evaluation summarizes the goals and objectives of the Quality Improvement Plan, the quality improvement activities conducted during the past year, including the targeted process, systems and outcomes, the performance indicators utilized, the findings of the measurement, data aggregation, assessment and analysis processes, and the quality improvement initiatives taken in response to the findings.

The findings are reviewed and discussed with the board of directors annually. Based on the results of the evaluation, priorities and objectives will be set for the following year. Those not met will continue with revisions, if necessary, and new quality standards, if any are identified, will be added.