QUALITY NEWS QUARTERLY

Newsletter of the TSI Quality Department

What Happens to Data Once It's Collected?

Is data about Apartment Cleanliness or Medication Discrepancies useful? Does anyone look at it? What happens to data once it's collected?

During my first weeks at TSI, I was asked all these questions… and more. Here are some answers in case you've wondered, too. (See pg 2)

SMART Goal Successes!

Every department at TSI has a SMART Goal. They are ventures that the person initiating the project feels will help our Persons Served, make work easier, or improve a process. This space will be reserved in the coming months to highlight SMART Goal successes and improvements from all around our organization. To start, we showcase:

Callowhill, Longo and Royer:
Goal: "75% of Persons Served will Participate in a monthly group activity"

Why: When Covid-19 shut down the ID Day Programs that many of our Persons Served attend, **Annie, Guy**, and **Todd** made it a priority to keep everyone engaged to minimize skill loss, combat isolation and promote wellbeing. This goal meets ODP objectives during the pandemic.

Metrics: In FY 2019-2020 activity attendance averaged 64% for the three sites. Now more activities catering to different interests are offered. Average attendance for the 1st Quarter rose to **83%**! One Person Served noted in the Satisfaction Survey, "I like when they have parties and dinners." *(See more Survey quotes from Persons Served in other Departments on page 2.)*

Win Fame, Bragging Rights and… an Edible Arrangement!

Name The Newsletter Contest.

Email your suggested name for this newsletter to Judith Brandau by November 15, 2020. All entries will be forwarded to the Board of Directors who will pick the winning entry at their meeting on November 18th. The person submitting the winning entry will win an Edible Arrangement!!! The Winner and the new newsletter name will be highlighted in the next newsletter. So, send in your creative ideas now!

Gardening at Royer. Thank you to Todd Daniels for submitting this great photo!

What Happens to Data continued

Yes, data is useful. If it wasn't why would we bother gathering it? Information gathered from the Apartment Cleanliness inspections not only keep our properties clean, the information is used by the Maintenance and Finance Departments to control costs for Bedbug remediation. Over the last 4 years, your weekly and monthly inspections have made TSI's apartments and worksites healthier as well as reduced the cost for pest removal!

The Medication Discrepancies data help us identify Persons Served who may be at risk. Did you know that those who have chronic medication discrepancies have a higher percentage of unsuccessful outcomes than those who take their medication as prescribed? I have read hundreds of Medication Progress Notes. When you collect medication data you help make a difference in a person's outcome and in their quality of life! THANK YOU!

Quality Tool Box

Did you know the "80-20 Rule " is a Quality Tool? It says that 80% of a problem will be impacted the most by only 20% of the causes. You can use this idea to separate important causes from those that are not. By focusing your energy on the important things first, you solve 80% of a problem with the least amount of effort!

"End of Summer Picnic" at Callowhill. Thank you to Annie Torres for submitting this photo! Got a photo highlighting something at your site? Email it to Judith Brandau.