

QUALITY TIME WITH TSI

Newsletter of the TSI Quality Department

In this issue:

- Satisfaction Surveys
- TSI Survey Timelines
- Triumphs, Successes, Innovations
- Our Voices
- Quality Tool

Satisfaction Surveys

The Satisfaction Surveys that we do annually gather information on what people think about TSI's programs. We use the data collected to evaluate the impact we are having in people's lives and to improve different areas of our programs. To achieve a 360° perspective, persons served, family members, landlords, and employees all complete surveys each year. Continued page 2.

Triumphs, Successes, Innovations!

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 is reserved for highlighting SMART Goal successes big and small from all around our organization. This month, we showcase:

Wendover CRR:

Goal: "Reduce Roommate Conflict"

Why: Since 2016 roommate conflict has resulted in discharges to another CRR, family or community. These conflicts have impeded personal growth and disrupted outcomes for the people involved. It was thought that managing conflict would help each individual at the site learn relationship skills, gain problem solving know-how and improve their successful transition into the community.

Metrics: This project was measured by comparing the number of discharges due to roommate conflict both before and after the project. The goal was to reduce that number to zero in a given fiscal year.

Outcomes: Roommate conflict was present at the time this SMART goal was chosen. That situation exploded and the roommates discharged before staff de-escalation training could be put into place. Following the staff training, there have been zero discharges due to roommate conflict and several key learnings have come out of the project.

- Roommate conflict is most likely to occur within the first six months of being admitted to the program.
- Frequent monitoring and early intervention in the first two months increases relationship success. continued on page 2

TSI Survey Timelines:

April:
Family Satisfaction Survey

May:
Person Served Satisfaction Survey

June:
Landlord Satisfaction Survey

To Be Announced:
Employee Satisfaction Survey

To Be Announced:
Leadership Satisfaction Survey

Satisfaction Surveys continued...

These surveys are then compiled and analyzed by department.

Trends are identified. Areas for improvement pinpointed. Reports are shared with employees and the Board of Directors. A discussion about key metrics occurs at the leadership meetings, staff meetings, and events such as Direct Care Day.

Following these meetings, each department brainstorms ideas for improvement that could be made based on the data for their department. This is how some of the yearly SMART Goals come to be chosen. All of these activities are done for a single purpose... to promote respect, safety and well-being for those individuals receiving our services.

THANK YOU!

Reduce Roommate Conflict Continued...

- Reviewing House Rules at house meetings.
- Finding ways to equalize the relationship between the two roommates if disparities exist.

Our Voices

“Very caring and kind.”

“I believe it is a good support system for my nephew to have in place.”

“The care and concern that counselors have for individuals in their care.”

These are quotes from the 2020 family satisfaction survey

Quality Toolbox

Control Charts

Control charts are graphs that show how a process changes over time. They compare historical data to current data in order to understand whether process variation is consistent or unpredictable (“out-of-control”).

Our organization has a very important control chart for medication accuracy that is published every month. This graph helps us find and correct problems as they occur. We have seen a marked improvement in medication accuracy since we started using it nine months ago!



“Decorated Easter Eggs at Longo”. Thank you to Guy Hurt for submitting this photo! Got a photo to share? Email it to Judith Brandau in Quality.