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| **Blue Water Developmental Housing, Inc.**  **Quality Improvement Goals**  **2016-2017** |

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| **Goal 1** |
| **To increase awareness of workplace safety** |
| **Objective** |
| 1. Identify total number of work injuries resulting in medical care only for fiscal year 2015-2016 and decrease this total by 25% for fiscal year 2016-2017. |
| 1. Identify total cost of worker’s compensation for fiscal year 2015-2016 and decrease this total by 25% for fiscal year 2016-2017 |
| **Strategies** |
| 1. Offer health and safety training to 100% of employees on slips, trips, and falls. |
| 1. Offer health and safety training to 100% of employees on proper lifting techniques |
| **Assigned Responsibility** |
| 1. Program supervisors |

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| **Goal 2** |
| **To increase employment retention rate** |
| **Objective** |
| 1. To identify reasons for employment turnover |
| 1. To reduce the fiscal year 15-16 turnover rate of 27% to 17% for fiscal year 16-17 |
| **Strategies** |
| 1. Conduct an organization wide employee satisfaction survey |
| 1. Educate management team on employment retention strategies 2. Assess the feasibility of increasing the wage scale |
| **Assigned Responsibility** |
| 1. Division directors and the human resources and quality assurance specialist |

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| **Goal 3** | | | |
| **100% of employees will receive ongoing training to insure competence** | | | |
| **Objective** | | | |
| 1. All employees of BWDH will receive a minimum of 25 hours of Professional Development training annually. | | | |
| 1. All employees of BWDH will receive at least twelve hours of training related specifically tailored to the needs of the individuals supported in their particular home setting as part of their 25 hours of Professional Development training. | | | |
| **Strategies** | | | |
| 1. Secure or provide a minimum of 25 hours of training for each individual employee for overall professional development. | | | |
| 1. Secure or provide a minimum of 12 hours of training for each individual employee for overall professional development. | | | |
| **Assigned Responsibility** | | | |
| 1. Program supervisors | | | |
| **Goal 1** | | | | |
| **To increase awareness of workplace safety.** | | | | |
| **Objective 1** | | | | |
| Identify total number of work injuries resulting in medical care only for fiscal year 2015-2016 and decrease this total by 25% for fiscal year 2016-2017. | | | | |
|  | **Residential** | **Community Based**  **(Integration/Supports)** | **Community Based**  **(Children’s Waiver)** | |
| **1st Quarter**  October-December | 1 | 2 | 0 | |
| **2nd Quarter**  January-March | 2 | 0 | 0 | |
| **3rd Quarter**  April-June |  |  |  | |
| **4th Quarter**  July-September |  |  |  | |
| **Total** |  |  |  | |

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| **Objective 2** | | | |
| Identify total cost of worker’s compensation for fiscal year 2015-2016 and decrease this total by 25% for fiscal year 2016-2017 | | | |
|  | **Residential** | **Community Based**  **(Integration/Supports)** | **Community Based**  **(Children’s Waiver)** |
| **1st Quarter**  October-December | 0 | $997.96 | 0 |
| **2nd Quarter**  January-March | $992.56 | 0 | 0 |
| **3rd Quarter**  April-June |  |  |  |
| **4th Quarter**  July-September |  |  |  |
| **Total** |  |  |  |

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| **Strategy 1** | | | |
| Offer Health and Safety Training to 100% of employees on slips, trips, and falls. | | | |
|  | **Residential** | **Community Based**  **(Integration/Supports)** | **Community Based**  **(Children’s Waiver)** |
| **1st Quarter**  October-December | 83%  (15 of 18) | 100%  54 of 54 | N/A |
| **2nd Quarter**  January-March | 65%  (26 of 40) | 100%  23 of 23 | N/A |
| **3rd Quarter**  April-June |  |  |  |
| **4th Quarter**  July-September |  |  |  |
| **Total** | As of 5/8/17  92%  (58 of 63)  \*including employees who were past due |  |  |
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| **Strategy 2** | | | |
| Offer Health and Safety Training to 100% of employees on proper lifting techniques | | | |
|  | **Residential** | **Community Based**  **(Integration/Supports)** | **Community Based**  **(Children’s Waiver)** |
| **1st Quarter**  October-December | 93%  (14 of 15) | 100%  49 of 49 | N/A |
| **2nd Quarter**  January-March | 83%  (33 of 40) | 100%  23 of 23 | N/A |
| **3rd Quarter**  April-June |  |  |  |
| **4th Quarter**  July-September |  |  |  |
| **Total** | As of 5/8/17  93%  (56 of 60)  \*including employees who were past due |  |  |

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| **Goal 2** | |
| **To increase employment retention rate.** | |
| **Objective 1** | |
| To identify reasons for employment turnover | |
| **1st Quarter**  October-December |  |
| **2nd Quarter**  January-March | January 10 – Administrative meeting – agenda items: Retention and Recognition  January 13 – Formalize plan to address Retention and Recognition with supervisors.  January 26 – Webinar with management team – regarding retention  February 7 – Officially review plan with management team and start action plan for addressing reasons for employment turnover.  Strengthen the exit interview process to identify reasons why employees are leaving the organization. |
| **3rd Quarter**  April-June |  |
| **4th Quarter**  July-September |  |
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| **Objective 2** | |
| To reduce the fiscal year 15-16 turnover rate of 27% to 17% for fiscal year 16-17 | |
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| **Strategy 1** | |
| Conduct an organization wide employee satisfaction survey | |
| **1st Quarter**  October-December |  |
| **2nd Quarter**  January-March | Survey created in February, conducted in March |
| **3rd Quarter**  April-June | Employee satisfaction results reviewed in April |
| **4th Quarter**  July-September |  |

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| **Strategy 2** | |
| Educate management team on employment retention strategies | |
| **1st Quarter**  October-December |  |
| **2nd Quarter**  January-March | January 26 – management team participated in a webinar “Doing More with Less: How to Motivate and Reward your Overworked Staff During Lean Times” |
| **3rd Quarter**  April-June |  |
| **4th Quarter**  July-September |  |
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| **Strategy 3** | |
| Assess the feasibility of increasing the wage scale. | |
| **1st Quarter**  October-December |  |
| **2nd Quarter**  January-March | Tactical approach   * Review all full time equivalents for each program |
| **3rd Quarter**  April-June |  |
| **4th Quarter**  July-September |  |

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| **Goal 3** | | | |
| **100% of employees will receive annual training to insure competence.** | | | |
| **Objective 1** | | | |
| All employees of BWDH will receive a minimum of 25 hours of Professional Development training annually. | | | |
| **Objective 2** | | | |
| All employees of BWDH will receive at least twelve hours of training related specifically tailored to the needs of the individuals supported in their particular home setting as part of their 25 hours of Professional Development training. | | | |
| **Strategy 1** | | | |
| Secure or provide a minimum of 25 hours of training for each individual employee for overall professional development. | | | |
|  | **Residential** | **Community Based**  **(Integration/Supports)** | **Community Based**  **(Children’s Waiver)** |
| **1st Quarter**  October-December | 77% (6.25 hours)  84 of 109 employees | 73% (6.25 hours)  137 of 187 employees | 25% (6.25 hours)  1 of 4 employees |
| **2nd Quarter**  January-March | 75% (12.5 hours)  82 of 109 employees | 52% (12.5 hours)  97 of 187 employees | 25% (12.5 hours)  1 of 4 employees |
| **3rd Quarter**  April-June |  |  |  |
| **4th Quarter**  July-September |  |  |  |
| **Total** |  |  |  |
| **Strategy 2** | | | |
| Secure or provide a minimum of 12 hours of training for each individual employee for overall professional development. | | | |
|  | **Residential** | **Community Based**  **(Integration/Supports)** | **Community Based**  **(Children’s Waiver)** |
| **1st Quarter**  October-December | 97% (3 hours)  106 of 109 employees | 93% (3 hours)  174 of 187 employees | 75% (3 hours)  3 of 4 employees |
| **2nd Quarter**  January-March | 87% ( 6 hours)  95 of 109 employees | 73%( 6 hours)  137 of 187 employees | 50% ( 6 hours)  2 of 4 employees |
| **3rd Quarter**  April-June |  |  |  |
| **4th Quarter**  July-September |  |  |  |
| **Total** |  |  |  |