



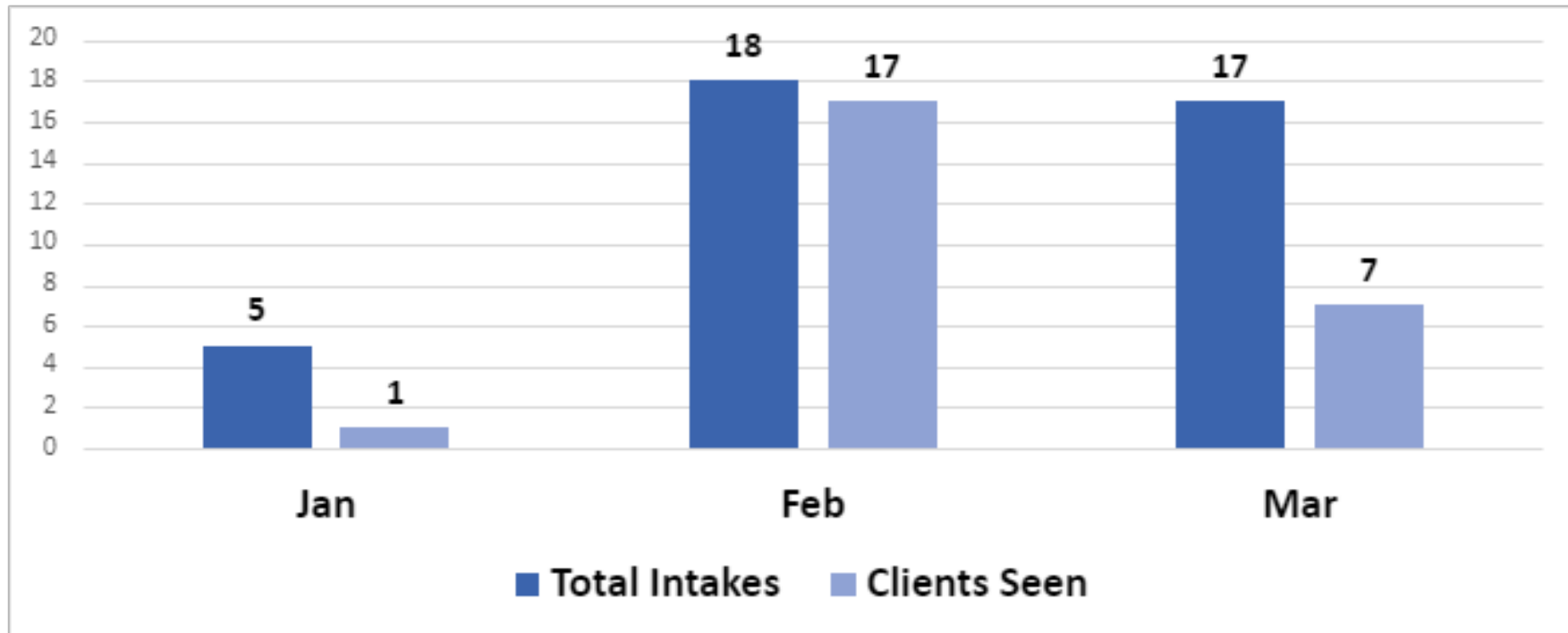
Performance and Quality Indicators/Improvement April 28, 2023

Agenda

1. Intake callers who became clients
2. Mental health client satisfaction
3. Board diversity and recruitment
4. Quarterly risk management review update
5. JETS update

Intakes – January through March 2023

	Total Intakes	Needs Higher Level	No Response	Not Offered by Agency	Declined Services	Referred/ Transferred	Client Not Seen	Admitted
Jan-22	5	0	2	0	1	0	1	1
Feb-22	18	0	0	0	0	1	0	17
Mar-22	17	0	0	0	0	10	0	7



Mental Health Client Satisfaction

Survey was sent to 20 current patients, as per the plan to survey twice per year. No current patients completed a survey.

To try to increase survey participation in the future, we will distribute paper copies of the survey at the front desk when clients check in, and we can also have the front desk call and do the survey over the phone for telehealth clients.

2 discharged patients completed the survey. Results from these two surveys are on the next slide

Mental Health Client Satisfaction

Both survey respondents indicated a response of "Strongly Agree" to all of the following questions:

1. Do you feel your clinicians treated you with respect?
2. Do you feel that the important issues regarding the you/your child were addressed during the clinical services process?
3. Do you feel that you were an important part of the overall process?
4. Did the clinician explain all forms and the entire process to you?
5. Did the clinician give you the opportunity to ask questions, and di you feel that process was collaborative?

Mental Health Client Satisfaction

Additional survey comments:

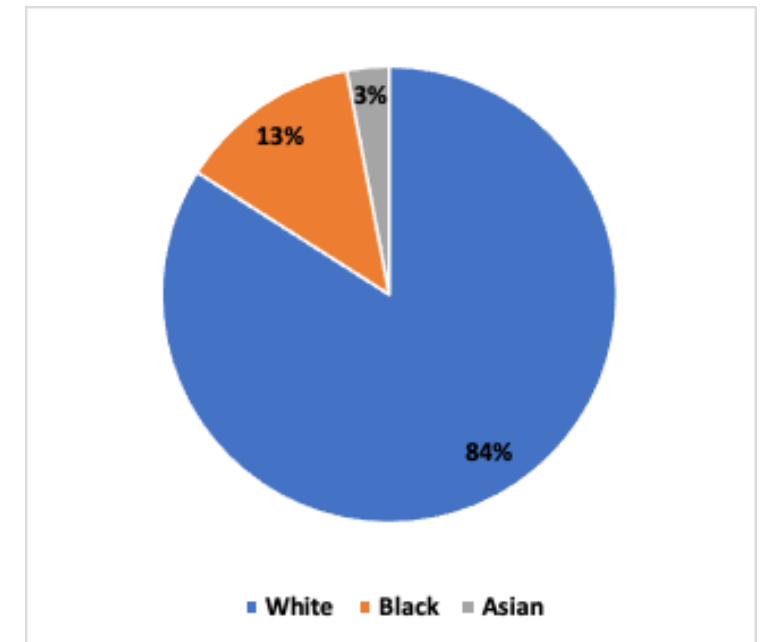
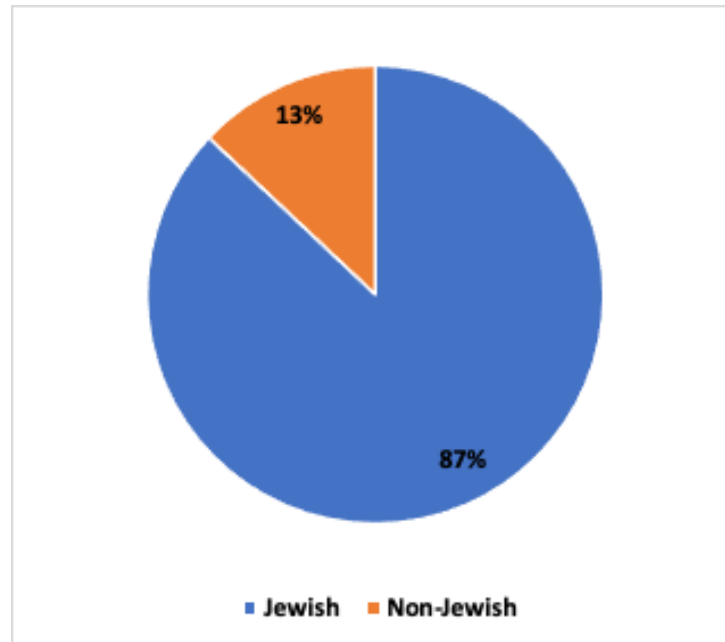
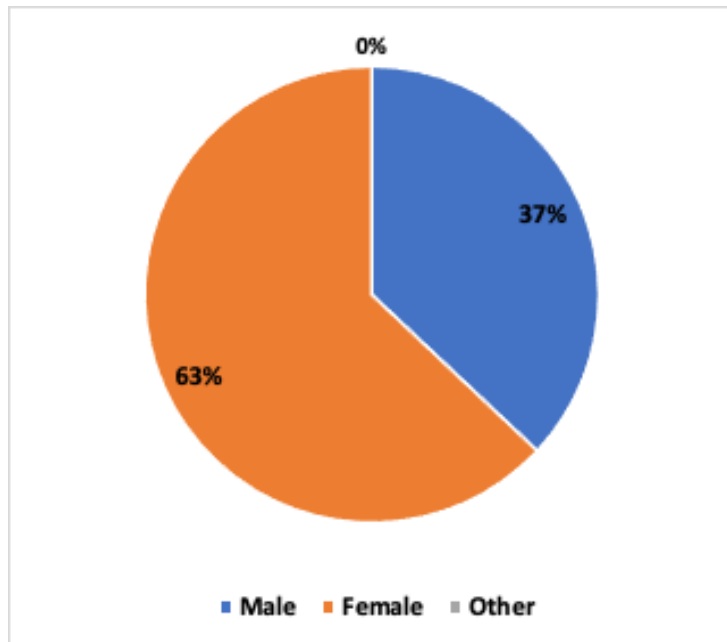
"[Clinician Name] is amazing! I'm quite certain she is a huge part of saving my [child's] life – and helping [them] to move forward."

"[Child's Name] was very comfortable with [Clinician's Name]. She really helped [them] over the years, especially in [their] initial crisis."

Board Diversity and Recruitment

JFS's nominating committee deeply values diversity and this is a critical consideration when reviewing members of the community who are interested in supporting JFS.

Since the last report, the JFS Board has installed a new Board member, a new Treasurer, and has launched a new committee (Mental Health Committee). With these changes, the makeup of our board stands at:



Quarterly Updates: Risk Management Review

Overview:

Risk management reviews, both internal and external, take place throughout the year. The CEO and COO manage these review procedures, and all findings related to critical incidents, accidents, and grievances are brought to the PQI Committee as part of a quarterly update.

The areas covered in these reports to the committee include:

- facility safety issues;
- any serious illnesses, injuries, or deaths;
- situations where a person was determined to be a danger to themselves or others

Update for the past quarter (January, February, March):

There were no critical incidents, accidents, or grievances in this past quarter

Additional Risk Management Note: Quarterly fire drill was conducted successfully

JETS Update

JETS Update from Judy Rosenthal



Next PQI: July 2023