



Jewish Family Services

Embracing Possibility.

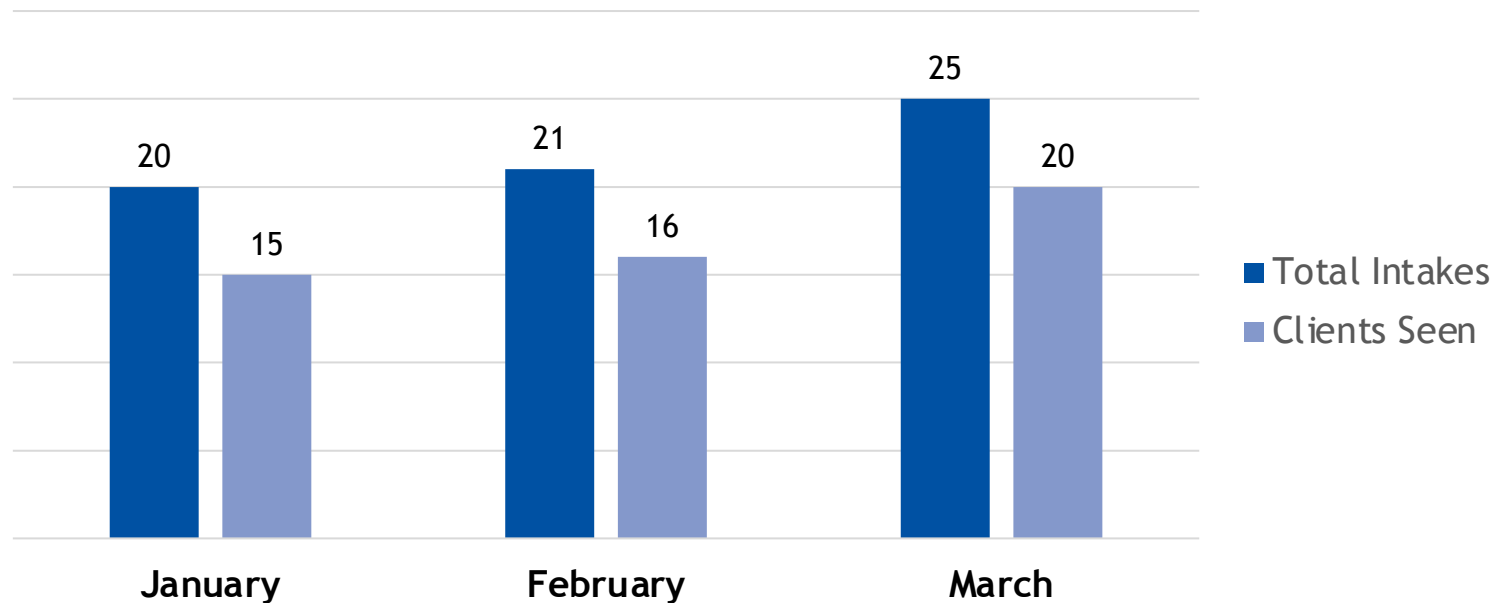
**Performance and Quality
Indicators/Improvement
April 19, 2024**

Agenda

1. Intake callers who became clients
2. Mental Health Client Satisfaction
3. Board Diversity and Recruitment
4. Quarterly risk management review
5. Semi-annual HIPAA compliance update

Intakes – January through March 2024

	Total Intakes	Needs Higher Level	No Response	Not Offered by Agency	Declined Services	Referred/ Transferred	Client Not Seen	Waitlist	Admitted
Jan-24	20	0	0	0	0	0	3	2	15
Feb-24	21	0	0	0	1	0	0	4	16
Mar-24	25	0	0	0	0	0	0	5	20



Mental Health Client Satisfaction – 8 Surveys Submitted

1. Do you feel your clinician treated you with respect?
2. Do you feel that the important issues regarding you (or the child/client) 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 did you feel that the process was collaborative?

All questions above received 100% "agree or strongly agree" responses across surveys

[JFS clinician] is a skilled clinician offering the right balance of solution focused and trauma informed psychodynamic models. I cherish her support through a challenging time in my life.

Seeing [JFS clinician] is my daughter's favorite time of the week! I've seen so much growth in her and her ability to handle some of her big feelings.

Board Diversity and Recruitment

Since the last report, the nominating committee of the JFS Board has met and considered candidates for the board who not only provide diversity of perspective (based on business experience), but who are also reflective of the community we serve and culturally competent.

At the most recent board meeting, this was discussed and there was a recommendation to seek the nomination of a candidate who was a former client of JFS.

As of today, there are no changes to the make up of the board, but we will report again after the June 2024 annual meeting where a new slate of board members will be voted on.

Quarterly Updates: Risk Management Review

Overview:

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. There was one non-critical incident where a client minorly injured themselves stepping off a curb.

Additional Risk Management Note: Quarterly fire drill was conducted successfully and we passed our semi-annual Fire Marshall Inspection in March.

Semi-annual HIPAA Compliance Update

An audit of our Electronic Health Record (EHR) is required to be completed every six months. Currently, our Director of Behavioral Health Services runs this audit monthly. Additionally, all employees complete a HIPAA 101 at onboarding and receive a reminder about policy and compliance annually at an all-staff meeting.

The audit checks for the following things:

- Review to ensure staff members are only looking at clients on their own caseload
- Any unauthorized access into client charts

Results of compliance review since October, 2023:

# of Unauthorized Visits	Action Taken
0	N/A



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Next PQI: July 2024