



# JFS

**Performance  
and Quality  
Improvement**

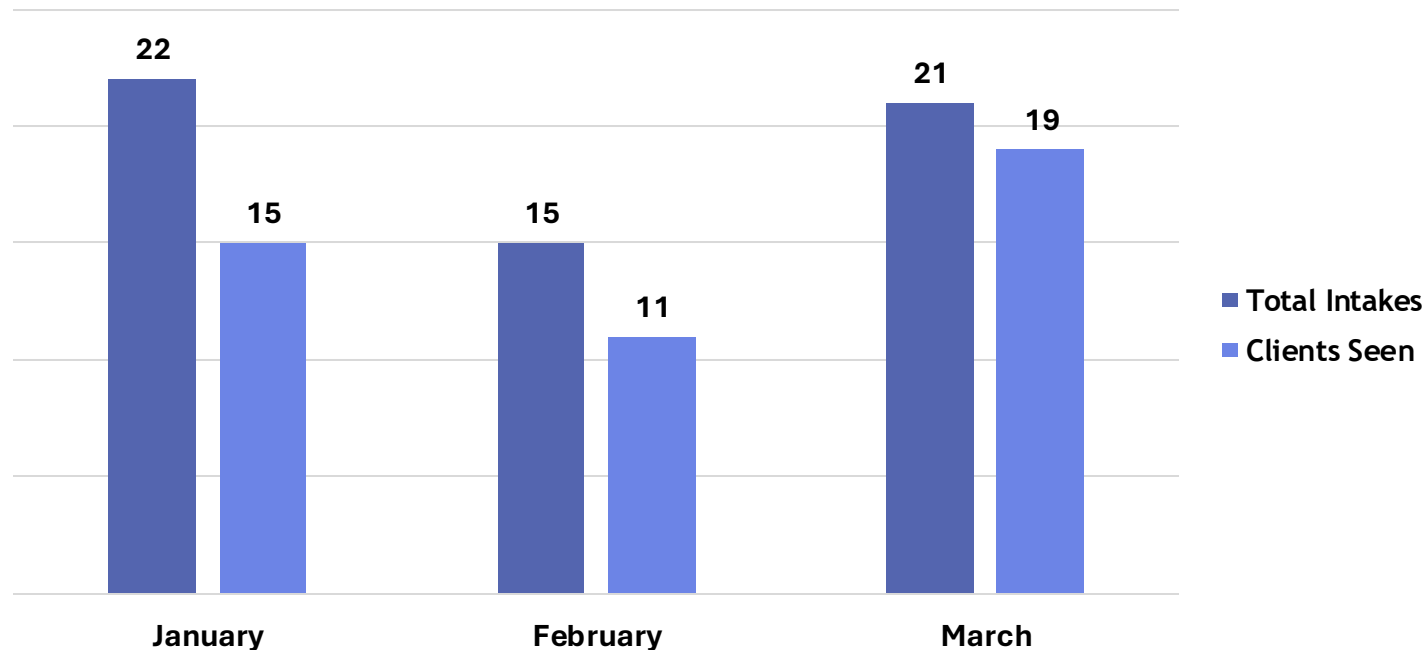
**April 25, 2025**

# Agenda

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

# Intakes – January through March 2025

	Total Intakes	Needs Higher Level	No Response	Not Offered by Agency	Declined Services	Referred/ Transferred	Client Not Seen	Waitlist	Admitted
Jan-25	22	0	0	0	0	0	4	3	15
Feb-25	15	0	0	0	0	0	3	1	11
Mar-25	21	0	0	0	0	0	0	2	19



# Mental Health Client Satisfaction – 5 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% "strongly agree" responses across surveys**

We are very happy  
with our experience  
with JFS.

All staff are professional! *[Front  
office staff members]* are A+, very  
friendly and helpful.  
Love all services here.

*[Clinician]* is  
understanding, caring and  
willing to be as supportive  
as possible.

# 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, 2024:** Zero

**Number of Unauthorized Visits Action Taken:** Not applicable

# 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



# JFS

**Next PQI  
July 25, 2025**