

Quality Assurance Committee

2016-2017 Annual Report

Arkansas Enterprises for the Developmentally Disabled, Inc.

and

Community Life Services, Inc.



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## **Introduction**

The Quality Assurance Committee was established for the purpose of enhancing and supporting the mission of AEDD and CLS by representing issues and concerns of individuals with developmental disabilities.

Items addressed by the Committee included:

- The annual Family/Consumer Survey was administered and processed.
- Quarterly Departmental Audits was administered and processed
- The annual Employee Survey was administered and processed.

**Quality Assurance/Compliance Committee Members**

Amber Cockings	–	AEDD/CLS Administration
Elizabeth Eskew	–	Member at Large/Compliance Officer
Lakesia Buckley	–	SGS Children’s Learning Center
Victoria Overton	–	Secretary/Community Life Services, Inc.
Jennifer Williams	–	Chairperson/AEDD Medicaid Waiver
Reggie Johnson	–	Lander’s Center
Veronica Rancifer	--	Lander’s Center/Production

## **Mission Statement**

The Quality Assurance Committee will strive to enhance the quality of life for individuals with developmental disabilities by providing direction for Arkansas Enterprises for the Developmentally Disabled, Inc. and Community Life Services, Inc. in regards to improving the value and quality of programs offered by AEDD and CLS and by addressing concerns regarding services provided.

**Family/Consumer Surveys**

The annual Family/Consumer Survey was completed. The purpose of the survey was to examine the current practices of AEDD and CLS as they relate to the delivery of services to consumers and families.

Families and consumers were selected randomly to participate in the survey. The Committee determined that we would attempt to survey 30% of the consumers from each department (i.e., CLS, Waiver, Landers, and Preschool). Some department response was more, some less.













The surveys were developed for each department, with some similarities and differences in each. They were divided as follows:



























**Arkansas Enterprises for the Developmentally Disabled, Inc.**

**Satisfaction Survey**

**How did we do in these areas (please circle one):**

1. I feel I am treated with courtesy and respect.	Excellent 	Good 	Poor 
2. People try to help, even if it is not their department.	Excellent 	Good 	Poor 
3. I feel I can rely on my services and providers.	Excellent 	Good 	Poor 
4. There is a complaint system that is easy to use.	Excellent 	Good 	Poor 

5. I know who to call if I suspect abuse or neglect.	Excellent 	Good 	Poor 
6. I am able to pick the kind of help and or services I get.	Excellent 	Good 	Poor 
7. I am able to choose the people who work with me.	Excellent 	Good 	Poor 
8. My staff is nice to me.	Excellent 	Good 	Poor 
9. I know who to call in an emergency.	Excellent 	Good 	Poor 
10. I like my job/day program.	Excellent 	Good 	Poor 
11. I have friends at my job/day program.	Excellent 	Good 	Poor 
12. I am able to choose what I want to do in my free time.	Excellent 	Good 	Poor 
13. I am able to call my family and friends when I want to.	Excellent 	Good 	Poor 
14. I am able to go to church where I want.	Excellent 	Good 	Poor 
15. People knock before entering my room/bathroom.	Excellent 	Good 	Poor 
16. I get to decorate my room with things I	Excellent 	Good 	Poor 

like.			
17. My personal items are safe.	Excellent 	Good 	Poor 
18. I am able to go to the places in the community that I want to go.	Excellent 	Good 	Poor 
19. I am able to get my personal money when I want it.	Excellent 	Good 	Poor 
20. I am able to get help from my case manager when I need it.	Excellent 	Good 	Poor 
21. It is easy for me to move around the building/house, where I am served	Excellent 	Good 	Poor 
22. If I need a translator, AEDD provided me with one.	Excellent 	Good 	Poor 
23. If a friend or family member were in need of services, I would recommend AEDD.	Excellent 	Good 	Poor 

This form was completed by: \_\_\_ Me \_\_\_ Family Member \_\_\_ Parent/Guardian \_\_\_ Other  
 Thank you for your feedback!!

Waiver Only       Waiver & Workshop & CLS Only  
 All Programs       Workshop Only



The consumers and/or guardians who were determined to need help completing the surveys were randomly distributed among the 10 QAC members. The group samples from the department below were assigned and the number in red is the count of consumers actually surveyed:

- 1) AEDD Medicaid Waiver: 30 (12) \* More consumers were audited under the waiver/workshop category then were necessary so this number is lower, but in total 33 clients from waiver were surveyed.
- 2) AEDD Medicaid Waiver/Workshop: 30 *workshop* (28)
- 3) CLS: 20 (20)
- 4) SGSCLS: 175 (53)
- 5) Total Consumers surveyed: 113

The results were as follows:

**Overall Breakdown 2016-17**

Excellent- 51.25%  
 Good- 46%  
 Poor- 2.75%

**Waiver Breakdown 2016-17**

Excellent- 49.5%  
 Good- 50%  
 Poor- 0.5%

**CLS/Workshop Breakdown 2016-17**

Excellent- 51.5%  
 Good- 43.5%  
 Poor- 5%

**Workshop Breakdown 2016-17**

None that were just workshop.

**Waiver/Workshop Breakdown 2016-17**

Excellent- 28%  
 Good- 70%  
 Poor- 2%

**SGSCLC Breakdown 2016-17**

Excellent- 76%  
 Good- 22%  
 Poor- 2%

### **Quarterly Departmental Audits**

A non-reciprocal audit system was established for reviewing the various departments of AEDD/CLS. The QAC attempted to audit approximately 30% of each department, exceeding this CLS and Waiver as well as less in Workshop and the Preschool.

The reports were then brought to the meetings and any issues that arose during the audit process were discussed and determination was made to request further action from the departments. All audit results were overall very good. There were no major issues discovered.

## Annual Employee Satisfaction Survey

The annual Employee Satisfaction Survey was once again conducted with uSPEQ. Using this outside agency helps ensure confidentiality and accuracy. Of those who marked what department they belonged to, CLS made up 10%, Waiver made up 55%, SGSCCLC made up 7%, Workshop made up 20%, and administration made up 8% of the employees' responses. Overall, Employee Satisfaction is high.

The top survey items with positive results were:

- |    |  |       |
|----|--|-------|
| 1) | I am aware of AEDD's mission.              | 97.4% |
| 2) | I understand my job responsibilities       | 99.1% |
| 3) | I am clear about my role/responsibilities. | 99.1% |
| 4) | I support AEDD's overall direction         | 97.4% |
| 5) | My direct supervisor respects me           | 98.2% |

The top survey items needing improvement:

- |    |   |       |  |
|----|---|-------|--|
| 1) | I am paid fairly for the work I do at AEDD  | 65.5% | <i>(this is higher than last year)</i> |
| 2) | I believe there is recognition of high performing staff members.                            | 76.4% |  |
| 3) | I am asked for my input and/or ideas when important decisions are made that affect my work. | 76.3% | <i>(this is higher than last year)</i> |
| 4) | There is good communication in my workgroup.  | 81.1% | <i>(this is higher than last year)</i> |
| 5) | I am satisfied with AEDD's healthcare coverage.   | 80.7% |  |

## **Summary**

This year the Quality Assurance Committee operated under well-established policies and procedures which made it a fairly easy, effective Committee. The Committee succeeded in effectively providing Quality Improvement and oversight for the organization during the year. The success of this Committee was primarily due to the members' positive approach to addressing issues.