Board Quality Report Template

Name:

Marinda May & Steve Bevier

Department:

Acute/SNF Social Services

Last Quality project reported:

Growing and re-working our social services department.

Update on last Quality project reported:

Hired Steve in February of 2020. We currently have 2 full time social workers (one in each facility) Steve works in Burney & Marinda works in Fall River.

Current report date to Board Quality:

Last report date to Board Quality:

12/11/19

What successes have you seen based on the outcome of previous Quality projects?

We now have 5 day a week coverage without any extra costs. It has proven to be incredibly helpful to staff, families, and residents. It has allowed us the opportunity to build solid relationships with the families of our residents and address any issues that arise in a timely manner. Some of the tasks that BJ was responsible for have been assigned to other staff.

What issues have come up in your department relating to Quality?

We have identified that we needed to notify resident's when another resident passes. And we are currently working on this process..

PLAN: What plan was implemented to address those issues?

We have created a process for notifying resident's when someone in LTC passes. We are also developing a space where we can honor the resident who passes. We have also created a document for resident's and their families to sign.

DO: How did the implementation of that plan go?

TBD

STUDY: What kind of results did the implementation of the plan yield?

TBD

ACT: What changes were made based on the results of the plan implementation?

We have added the form to our admissions paperwork.

Upcoming Quality Items:

Advance Directives/POLST for every resident.
Relationship building with outside hospitals.

Quality Related Goals for the Department:

Steve and I plan to meet with our local hospitals and their discharge planners once COVID-19 precautions are lifted.

Data/Graphics supporting project outcomes: