Board Quality Report Template

Name: Sondra Camacho **Department:** Activities **Last Quality project reported:** N/A **Update on last Quality project reported:** N/A	**Current report date to Board Quality:** **Last report date to Board Quality:**

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

I'm not sure what was on the last Quality project. This is my first year as Director/Management.

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

The Residents were not getting quality care due to Activities being in the dining room for four hours hours a day and at times driving the van for multiple hours a day and not having enough time to preform activities.

PLAN: What plan was implemented to address those issues?

The CNA's are now in the dining room and assisting with meals and coffee. The activity aides are no longer charting for meals i9n the PCC and more activity staff has been hired to accommodate the activity department's work flow providing better patient centered care and enhancing the quality of life.

DO: How did the implementation of that plan go? All staff were affected by the change in some way or another and we are continuing to adjust. With time we will see results.
STUDY: What kind of results did the implementation of the plan yield? currently in progress.... More time for activities for the residents.
ACT: What changes were made based on the results of the plan implementation? Activities no longer in the dining-room and no longer charting in the PCC. Activity aides no longer preforming tasks that were not in their scope of practice.
Is this a LEAN project? Yes ☒ **No** ☐ **If YES, please attach the A3.**

Upcoming Quality Items:	**Quality Related Goals for the Department:**
	Patient centered care Less staff burnout

What Strategic Plan Objective does your project BEST align with? Choose only one.

☐ **Outstanding Facilities:** By 2025, we will open two rural health clinics, update the skilled nursing facility living space at the Fall River campus and have a resolution for aging facilities.

☐ **Outstanding Staff:** By 2025, we will be seen as an employer of choice in the area by providing and maintaining staff growth opportunities, flexible and safe working arrangements, and reducing the use of registry staff.

☒ **Outstanding Patient Services:** By 2025, we will be a four-star long term care facility and meet all Hospital Consumer Assessment of Healthcare Providers (HCAHP) requirements. By 2025, we will be operating two rural health clinics.

☐ **Outstanding Finances:** By 2025, we will have in place and utilize financial tools to actively develop and forecast long term expenditures.

Data/Graphics supporting project outcomes: