Board Quality Report Template

Name: Valerie Lakey

Department: Safety

Current report date to Board Quality:

May 13, 2020

Last report date to Board Quality:

November 13, 2019

Last Quality project reported:

Staff Training

Update on last Quality project reported:

Maintenance staff completed the intervention training by Phoenix Training group. Eight of our staff completed the all day training. It was very well received and the staff indicated they gained a lot that will be helpful to them since they often serve as our security. This was $1600 and a $500 Burney Chamber grant was applied to the cost.

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

With the COVID-19 incident, our employee EP and safety training over the last year has been effective in allowing us to modify practices, maintain structure, give assignments and follow resource request guidelines. It is important that staff is aware of emergency procedures. The training has helped significantly.

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

Lack of time to complete some of the necessary requirements such as the HVA. We have been unable to complete this document due to the COVID-19. Overall we have had no real issues and I feel we are making good progress in Safety and Emergency Preparedness. We are learning a lot form this event that we will be able to use moving forward. We have found communication is KEY and have been working hard to keep staff informed.

PLAN: What plan was implemented to address those issues?

We are having our meeting by conference call and will be completing some of this work via email. We are going to try to facilitate the completion of the HVA via a Zoom call.

DO: How did the implementation of that plan go? In progress.
STUDY: What kind of results did the implementation of the plan yield? In progress
ACT: What changes were made based on the results of the plan implementation? In progress
Is this a LEAN project? Yes ☐ **No** ☒ **If YES, please attach the A3.**

Upcoming Quality Items:	**Quality Related Goals for the Department:**
Review and update of EP documents	Documents completed by end of year. Another round of employee training Pandemic Playbook completion

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: