

# CQI STORYBOARD

Agency: Cornerstones of Care

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## 1. AIM STATEMENT

Statement of what you are trying to accomplish (aim), how you will know if a change is an improvement (measurement), and what change will result in improvement (method).

**By September 30, 2017, Cornerstones of Care, will maintain its 12 month retention rate of at least 85% or above. Monthly reports calculating time since enrollment will analyzed. Current retention rate is 93% but anything at or above 85% will continue to be regarded as a positive outcome.**

Define the start date: 11/30/2016  
end date: 9/30/2017

and team leader: Jennifer Bruns

## 2. PLAN

Define the problem and expected outcomes. Identify potential causes and change solutions. Select change solution(s).

**Retention rates for Home Visitation programs in Missouri is lower than benchmark of 85%. For Cornerstones, the current trend of clients discharging from the program prior to graduation is either because the family is moving out of our service area, or the family is working more and therefore is unable to schedule home visits. Cornerstones will continue to provide flexible scheduling options to work around families' schedules. Results from client satisfaction surveys will also be used to provide client feedback and discussed during Level 1 CQI; needed changes will brainstormed at this time.**

## 3. DO

Develop action plan(s). Identify data measuring both the change and change results (process and outcome measures). Implement planned change and collect data.

**December: Supervision was used to encourage flexible scheduling with clients. Plans on how to engage specific clients was determined with Home Visitor and Supervisor as needed per case.**

**January: The PDSA process was explained to staff and discussed in agency-level CQI meeting. Supervisor working with Family Assessment Worker on how to explain program requirements so that clients enrolled will be able to plan and expect four visits a month initially. PDSA discussed in Advisory Board; feedback from members supported the use of gaining client input when planning for next visit**

with family. Staff have made a more conscious effort of this.

February: Staff continue to complete monthly reports of caseload. Much time was spent planning our large Family Enrichment group which occurs quarterly. The theme is Messy Play. This is a repeat from previous years as clients' demonstrated enjoyment and participation in this group.

#### 4. STUDY

#### 5. ACT

#### 6. FUTURE CQI

Describe the plan in which the data will be collected and analyzed. Analyze both the change process and the results.

Quarterly reports will be ran to assess longevity of clients in the program; specifically looking for those involved longer than 1 year. Data will be analyzed per county as well to search for trends.

Consumer Survey Responses should provide valuable feedback as well. We are awaiting the results from DHSS.

- Retention Rate for Month of December= 100%
- January= 98%
- February= 100%

Jan.+ Feb. by County:

- Clay Co= 97%
- Jackson Co= 100%

Recommend the next steps towards process improvement.

**Due to the high percentage of clients retained during this time period, the overwhelming response from team members is to continue performing the activities as outlined in the PDSA:**

- Flexible scheduling options
- Client input when planning activities/ topics of discussion for next home visit
- Transportation as appropriate
- Engaging family enrichment activities monthly

Data does not seem to vary by county as predicted. Due to the nature of this PDSA, data needs to be gathered over a longer time period in order to accurately assess client retention in

Define any future plans for process evaluation and/or areas for improvement. Include lessons learned throughout the process.

More focus should be put on those families who have completed a Parent Survey Assessment and assigned to a home visitor but then never engage in home visits. These are families that could benefit from the program but never receive billable services or the true benefits of the program. This population is missing from the data. Upon further analysis of data to include these families, the retention rate is 89.5%.

Annual Retention 3/1/2016-

the program.

2/28/2017= 84.8%

Jan.-June 2017 retention= 94.5%