

WACOSA Program Committee Agenda

Monday, March 7, 2022 @ 5:00pm – 6:00pm via Zoom Meeting.

Topic: Program Committee Meeting 2022

Time: Mar 7, 2022 05:00 PM Central Time (US and Canada)

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Agenda:

General program updates:

North, South, Annex, Whitney, Sauk Centre, 1st Avenue, ThriftWorks, DocuShred

- All sites and shifts are operating still at reduced capacity, based on available staffing. 2nd shift is struggling with staffing the most; we are actively working at recruiting for them specifically.
- DocuShred and ThriftWorks are operating at normal capacity.
- CARF preparation has begun and we will be doing an all virtual survey.
- Our biggest barrier is staffing shortages and we are making pivotal changes as we adapt to this labor market.
- Active COVID cases are way down in both clients & staff – very positive news!

KPI Recommendations

- Number of clients served monthly – 450 in January 2022 – this is an increase of approximately 90 people in a year.
- Client funding utilization rate – 94.5% The trend is consistent even with COVID related absences in the past quarter.
- Employment Exploration Services (EES) – 9
- Employment Development Services (EDS) – 12
- Employment Support Services (ESS) – 142

Sauk Centre – long term planning

- Planning and property search on hold due to temporary closure
- They are fully staffed and back at capacity.

Vulnerable Adult/Abuse Prevention Review

- Nothing to report for this quarter

- 2021 trends:

Client Complaints: No formal complaints filed.

Death/Serious Injuries: 1 case of cellulitis was observed growing past the line indicated by the Dr. 911 was called per guardian consult. Proper procedures were followed.

Vulnerable Adult Reports: WACOSA made 6 reports after consult with Case Managers – most were home care providers not providing services required. No noted patterns established.

Emergency Incidents: 2 falls required medical attention; no noted patterns of other incidents.

Therapeutic Errors: None to report.

Medication Administration Errors: 5 medication errors noted – all for missing correct time. All were with newer, less experienced staff. Met with all the supervisors to ensure new staff got the support needed to successfully administer meds on time. Each site put in place a 2nd med check to help with this issue.

No other trends of note for 2021.