

ALBERTINA KERR CENTERS
Program & Accreditation Committee Minutes
December 4, 2019
8 to 9:30 a.m.
Kerr Admin Center, 2nd Floor Board Room

Members Present

Teri Barichello, Catherine Bekooy, Susan Hobbel, Dennis Warneke

Members Excused

Melissa May, Lisa Powell, David Wilson

Staff Present

Jeff Carr, Owen Gibson, Derrick Perry, Craig Rusch, Matthew Warner

Convene (Teri Barichello for David Wilson, Chair)

Teri convened the meeting at 8:00 a.m.

Approve Minutes of September 11, 2019 Meeting

ACTION: Dennis Warneke moved that the minutes be approved. Susan Hobbel seconded. The motion passed via unanimous vote.

CPO Derrick Perry First Impressions (Derrick Perry)

Derrick has been in his position for two and a half months, and he is most appreciative of the warm welcome from everyone at Kerr. Derrick has been conducting “listening tours” where he is visiting all group homes and programs. He has observed that all staff are eager and happy to take on changes that will better serve Kerr clients. Some feedback he is receiving includes the importance and need for education, educational experiences and inclusion for the people we serve. Staff have expressed a need for identifying, upon intake, what the longer term goals and end-of-care transition or continuing care should be. Staff are excited about the integration of mental health and DD services. The application of multi-disciplinary care is good for clients and helps staff learn more about other staff roles. Trauma informed care will be implemented next year across the agency. This method offers guidelines and techniques for interacting with people who have experienced negative relationships, including abuse and betrayed trust, that may have significant affect on their ability to relate to others and to form relationships. Trauma informed care also affords self-reflection on how we may affect others by our actions and words, etc.

1st Quarter Program Updates (Owen Gibson)

Owen reviewed highlights of the 1st quarter program report.

- Starting with this fiscal year, adult group homes will include the youth transition programs (ages 18-24) that had previously been broken out. Youth group homes have seen improvement in census stability. The Autzen group home is in the process of conversion from an adult home to a youth home and will open for kids in January 2020.
- Employment Services shows an increase year over year in the number of people served. Separate census data for Portland Art and Learning Studios is presented and shows a trend with fewer people being served while an increase in the number of hours each person participates, which is good. PALS maintains a different strategy from Employment Services for people.
- Subacute is below census goals for this time of year. Census historically goes up after lower numbers during the summer months, but that was not seen this year. Goals will be adjusted accordingly. A correlation exists between census and referrals. 35% of all referrals are viable, 75% of those are admitted. In order to increase census, outreach to referrals is needed with recent data that shows Kerr intake time is 1.5 days (and targeted to get down to 12 hours). Demographic data for subacute clients has changed very little over several years.

- Engagement time at ICTS was provided. The goal is to have appointments set for 90% of families within three days. Appointment setting duties have been shifted to receptionists rather than having therapists making calls in order to further increase therapist productivity. The transition has been challenging due to therapists' preference for managing their own schedules. Therapists have moved toward concentrating on either group homes or outpatient therapy. A question was asked about monetary incentives for productivity levels. Monetary incentives have not been included but rather clarification of expectations. Clinic hours have been extended into evenings to increase census and productivity.
- Outpatient services have improved in reaching the goal of completing four appointments within 44 days of engagement.
- Reports of abuse and neglect findings were reviewed. Owen updated members on a neglect case investigated in Marion County. The group home resident passed away due to natural causes; however, the County investigates deaths and found issue with staff's response to a medical condition. Kerr investigated and engaged legal counsel. All staff have been re-trained, including CPR, and how/when to implement a new nursing plan has been refined.
- Complaints of bullying were reported in subacute, which is a side effect of congregate care. A parent filed a grievance in Clackamas County regarding med management and handling of gender identity of their child. Kerr provided a response to the claim and no further follow-up has been requested to date.
- Medication errors were reviewed. A question was asked about the numbers of errors being an average. While all errors are serious, measured against over a million distributions each year, the percentage is low. The use of Epic has interrupted mistakes and will continue to mitigate errors as Epic implementation continues. Medication refusals are not included in this data.
- Owen pointed out a success story on page 16 of the packet (page 13 of the report) about a Project SEARCH participant with challenging behaviors. When a job became available at Nike, and there was concern about the individual being able to express their abilities in an interview setting, a Kerr job developer created a video demonstrating the person's ability to perform the job duties. The person was hired and is doing well.
- In the mental health programs, discharge levels of care and re-admissions are tracked as one measure of efficacy of treatment. 89.1% discharged to lower levels of care from subacute in the 1st quarter, which is the highest amount in recent reporting. An increase in post-subacute admissions to emergency rooms is being reviewed.
- Youth and parent surveys are providing generally positive feedback. Some youth group home feedback suggests attention is needed. A common complaint at subacute is about the food. Albertina's Kitchen chef toured the kitchen at 165th and confirmed it could be converted to a commercial kitchen with minor modifications. It may be possible to produce the food in-house, ensuring healthier, better quality meals in the future.
- ACORN is a tool that measures changes in client mental health/wellness to evaluate impact of treatment. Additional tools are being developed by a committee within Kerr, to be launched in the 3rd quarter of FY2019-2020.

HR Dashboard Review & Employee Safety Report (Matthew Warner)

- Payroll and human resources platform Paycom was implemented in the 1st quarter. Payroll experienced a few challenges, to be expected, and is now operating well.
- Restructured pay rates were implemented. Portland metro employees are now at 123% of minimum wage, and Salem area staff are at 137% of minimum wage. It is hoped the gap to 125% in the metro area will close with increases from the State next year. Improved pay and recruitment practices have reduced vacancy rates. Time to fill vacancies has also improved.
- An overall investment in workplace safety has improved data. Workers compensation claims have declined. OSHA inspections have resulted in no citations. Injuries that have occurred are less significant and resulted in less time lost. An increase in head injuries has been addressed by focusing on positions when utilizing holds.
- A question was asked about morale since the pay increase. Response has been overall positive; however, a few employees challenged some increases. An employee survey to be distributed soon will likely produce additional feedback.

- The new three-week training implemented for all new frontline employees is receiving extremely positive responses from both employees and managers. Employees report to their positions prepared and informed, creating a better experience for everyone including clients.

IT Updates (Craig Rusch)

Craig reviewed four major IT initiatives underway.

- Epic implementation continues and recently went live at Employment Services, Portland Art and Learning Studios, and in four pilot group homes. Roll-out will continue across group homes over the next six months. Epic offers many benefits to medication administration and mobile and comprehensive tracking and documentation of all activities. Epic implementation in conjunction with Lean Management methods is leading toward a goal of standardizing processes in group homes. Some variations due to space and clients are expected; however, many basic functions will be standardized for best practices in every group home. Examples provided include Daily Management System tracking boards, paperwork organization and shift change procedures. An issue has been identified when a client in Kerr's care is transferred to Legacy services. If a person is active in Epic under Kerr, they cannot be transferred to Legacy in Epic without closing out all services and reopening a new case. Epic is working on a fix and should have a solution within the next week or so. Changes in Epic for Kerr also affect Legacy, so some changes are not supported. Epic is looking for a solution.
- Incidents are not appropriate for inclusion in medical records, so a system of tracking has been developed within Kerr's intranet utilizing Sharepoint. Users enter information into a simple form, which then generates much better data for tracking and reporting.
- Paycom was selected to streamline several different platforms being used for payroll, HR functions, benefits, recruiting, etc. With Paycom, users access a single, integrated platform for all HR related tasks. Scheduling has been the biggest challenge but will be achieved with continued work.
- Raisers Edge and Financial Edge, a donor and fundraising database and financial database, respectively are outdated platforms. Craig and new CFO Janice Jacobs are reviewing financial systems in use to see if it may be a good time to migrate to a new, cloud based architecture.

Adjourn (Teri Barichello)

Teri adjourned the meeting at 9:30 a.m.

Recorded by Holly Edgar, Corporate Secretary