



APOSTOLIC CHRISTIAN
LifePoints

ANNUAL OUTCOME MEASUREMENT REPORT

July 1, 2016 – June 30, 2017

OUR MISSION

Serving According to God's Purpose

- *Believing God's promises are true*
- *Directed by Christian values*
- *Believing we are called to serve*
- *Believing all people have dignity and potential*
- *Giving our best to help others achieve their best*

Apostolic Christian LifePoints, Inc.

OUTCOME MEASURES ANNUAL SUMMARY

Annual Report (July 2016 - June 2017)

EFFICIENCY MEASURES

- 1. All clients in each program will have 100% of their funding (personal and agency) in place within three months. Clients who have been in a program three months or less will not be counted in this data.**

ACTR had 99% of clients with all funding in place. Oakwood Estate had 100% of clients with all funding in place. Linden Estate had 100% of clients with all funding in place. The CILA Program had 100% of clients with all funding in place. The CRS Program had 100% of clients with all funding in place. The ACTR Day Program had 97% of clients with all funding in place. The agency had 99.4% of clients with all funding in place. Clients in multiple agency programs are counted more than once. This meets the goal for all programs except ACTR Day Program. The agency goal was met.

All funding for eligible clients has been claimed.

- 2. The agency will maintain a reserve in cash and the general and trust funds equal to or greater than the projected expenses for nine months. Cash and Investments will be reduced by any outstanding loans for this calculation.**

The reserve is equal to about 14 months. This is well above the goal.

It is important to keep a buffer for the instability in the Medicaid program. The goal is met and should be increased to 12 months.

- 3. There will be established goals for turnover for each facility and program. The large facility will have separate goals for direct care and support staff.**

			<u>Goal</u>	<u>Actual</u>	
ACTR aides	less than		60%	55%	goal met
nurses	"		15%	7%	goal met
activities	"		58%	16%	goal met
Oakwood Estate	"		40%	39%	goal met
Linden Estate	"		40%	4%	goal met
CILA	"		40%	34%	goal met
Agency total	"			22%	no combined agency goal to meet

The labor market has been tight and turnover has increased. The goals were met but with smaller margins. The goal should be kept.

- 4. 98% of employees will have their annual review completed by October 31.**

This goal was achieved.

This is a good ongoing goal.

EFFECTIVENESS

- 5. Each client is observed at his or her Day Program at least once a year by facility staff.**

99.3% of all clients were observed at their Day Program site at least once in the past year.

The goal is 100% and one client was not observed according to the records. The reason isn't clear but staff obviously treat this seriously.

6. **Each facility or program will meet its established goals for number of people who participated in community sponsored activities (outings, church, HISRA, CIRT, Mainstreamers, etc.) in that quarter. Three outings per quarter.**

	<u>Goal</u>	<u>Actual</u>	
ACTR -	70%	75%	goal met
Oakwood Estate -	95%	90%	goal not met
Linden Estate -	95%	100%	goal met
CILA -	95%	100%	goal met
CRS -	95%	100%	goal met

There is no combined goal for the agency.

All but Oakwood met this goal. Oakwood's goal should be kept. It is a significant challenge to get everyone out because of the staff intensity needed.

7. **95% of clients, who have been recommended for OT, PT, or speech services, by the professional consultants, are receiving those services.**

86% of the agency's clients who have recommendations for OT, PT or speech services are receiving those services. This does not meet the agency goal.

It is not clear what this means but it will need to be researched. These were all CILA clients. We will need to research what is leading to negative responses for this item.

8. **95% of clients who receive OT, PT, or speech consultant recommendations for adaptive/assistive technology will have it in place or in the process of being acquired by the following annual or six month staffing.**

95% of the agency's clients who have recommendations from OT, PT or speech services for adaptive/assistive technology have it in place or are in the process of acquiring it. This does meet the agency goal.

This goal is good and will be kept at 95%.

9. **100% of clients will have their annual physicals within twelve months of previous physical.**

The percent of clients who had their physicals done within twelve months is as follows:

ACTR	99%	does not meet goal
Oakwood Estate	100%	meets goal
Linden Estate	100%	meets goal
CILA	100%	meets goal
CRS	100%	meets goal
Agency total	99%	does not meet goal

One resident missed having their annual physical within twelve months of the previous physical.

10. **100% of clients will have their annual dental examinations done within twelve months of previous exam.**

The percent of clients who had their dental exams done within twelve months is as follows:

ACTR	97%	does not meet goal
Oakwood Estate	100%	meets goal
Linden Estate	100%	meets goal
CILA	100%	meets goal
CRS	100%	meets goal
Agency total	99%	does not meet goal

The goal should remain at 100%, which is a good target. There were two individuals late.

11. Each facility will have established goals for guardianship participation in the IDT process (attendance, feedback form, personal contact or phone contact).

	<u>Goal</u>	<u>Actual</u>	
ACTR	90%	94%	goal met
Oakwood Estate	90%	100%	goal met
Linden Estate	90%	100%	goal met
CILA	90%	100%	goal met
CRS	N/A	N/A	
Agency total	90%	97%	goal met

We have attained a very high level of guardian participation. This is a credit to caring guardians and case managers who follow up with guardians regularly.

12. There will be no more than two incidents of Escherichia (E) coli urinary tract infections for the agency per month.

The monthly incidence of Escherichia coli urinary tract infections was 0 at ACTR and 0 at all other facilities. This meets the agency goal.

This is a reasonable goal and will continue.

13. There will be no more than two residents with MRSA per month.

The monthly incidence of MRSA was no more than 2 at ACTR and 0 at all other facilities. This meets the agency goal.

This is increasingly more difficult to attain but should be kept.

14. There will be no more than two residents with C.Diff per month.

The monthly incidence of C.Diff was no more than 2 at ACTR and 0 at all other facilities. This meets the agency goal.

This is increasingly more difficult to attain but should be kept.

15. Those facilities whose food service is inspected by the Tazewell County Public Health Department will receive passing scores for all inspections.

ACTR is the only facility inspected by the Tazewell County Public Health department. The kitchen did pass their inspections for the year.

The kitchen staff has done well, there will be a new protocol next year that will be more challenging.

**Apostolic Christian Timber Ridge
July 2016 - June 2017
Annual Consumer Satisfaction Survey**

Always	Sometimes	Never	
<hr/>			
Facility			
34	1	0	1. Do you believe your home is well taken care of?
35	0	0	2. Do you have a private place to visit / be alone?
32	3	0	3. Do you have privacy during your care (curtain pulled during bath, etc.)
<hr/>			
Resident Care			
29	6	0	4. Do staff knock & say their name before entering your room?
35	0	0	5. Do staff explain your care?
32	4	0	6. Are staff available to help you (case manager, aides, etc.)?
<hr/>			
Day Program / Work			
33	2	0	7. Do you like where you work?
31	4	0	8. Are your wants and needs taken care of at work?
<hr/>			
Leisure / Community			
30	5	0	9. Do you enjoy the activities planned at your home?
32	3	0	10. Do you like the outings offered to you?
<hr/>			
Dietary			
26	5	0	11. Do you like the food where you live?
29	2	0	12. Do you enjoy where you eat (dining room, tablemates, etc.)?
<hr/>			
Resident Rights			
33	3	0	13. Do you understand your rights & believe they are followed?

**Apostolic Christian Oakwood Estate
July 2016 - June 2017
Annual Consumer Satisfaction Survey**

Always	Sometimes	Never	
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Facility

10	2	0	1. Do you believe your home is well taken care of?
9	2	1	2. Do you have a private place to visit / be alone?
9	3	0	3. Do you have privacy during your care (curtain pulled during bath, etc.)

Resident Care

7	5	0	4. Do staff knock & say their name before entering your room?
12	0	0	5. Do staff explain your care?
9	3	0	6. Are staff available to help you (case manager, aides, etc.)?

Day Program / Work

6	5	1	7. Do you like where you work?
9	3	0	8. Are your wants and needs taken care of at work?

Leisure / Community

8	3	1	9. Do you enjoy the activities planned at your home?
10	2	0	10. Do you like the outings offered to you?

Dietary

6	5	1	11. Do you like the food where you live?
7	3	2	12. Do you enjoy where you eat (dining room, tablemates, etc.)?

Resident Rights

10	2	0	13. Do you understand your rights & believe they are followed?
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**Apostolic Christian Linden Estate
July 2016 - June 2017
Annual Consumer Satisfaction Survey**

Always	Sometimes	Never	
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Facility

8	0	0	1. Do you believe your home is well taken care of?
8	0	0	2. Do you have a private place to visit / be alone?
8	0	0	3. Do you have privacy during your care (curtain pulled during bath, etc.)

Resident Care

7	1	0	4. Do staff knock & say their name before entering your room?
8	0	0	5. Do staff explain your care?
7	1	0	6. Are staff available to help you (case manager, aides, etc.)?

Day Program / Work

7	1	0	7. Do you like where you work?
7	1	0	8. Are your wants and needs taken care of at work?

Leisure / Community

7	1	0	9. Do you enjoy the activities planned at your home?
7	1	0	10. Do you like the outings offered to you?

Dietary

7	1	0	11. Do you like the food where you live?
7	1	0	12. Do you enjoy where you eat (dining room, tablemates, etc.)?

Resident Rights

8	0	0	13. Do you understand your rights & believe they are followed?
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Apostolic Christian CILA
July 2016 - June 2017
Annual Consumer Satisfaction Survey

Always	Sometimes	Never	
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Facility

44	3	0	1. Do you believe your home is well taken care of?
46	1	0	2. Do you have a private place to visit / be alone?
46	1	0	3. Do you have privacy during your care (curtain pulled during bath, etc.)

Resident Care

39	8	0	4. Do staff knock & say their name before entering your room?
42	5	0	5. Do staff explain your care?
45	1	1	6. Are staff available to help you (case manager, aides, etc.)?

Day Program / Work

35	11	1	7. Do you like where you work?
38	9	0	8. Are your wants and needs taken care of at work?

Leisure / Community

42	5	0	9. Do you enjoy the activities planned at your home?
44	3	0	10. Do you like the outings offered to you?

Dietary

40	7	0	11. Do you like the food where you live?
45	2	0	12. Do you enjoy where you eat (dining room, tablemates, etc.)?

Resident Rights

43	4	0	13. Do you understand your rights & believe they are followed?
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**Apostolic Christian LifePoints
July 2016 - June 2017
Annual Consumer Satisfaction Survey**

Always	Sometimes	Never	
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Facility

96	6	0	1. Do you believe your home is well taken care of?
98	3	1	2. Do you have a private place to visit / be alone?
95	7	0	3. Do you have privacy during your care (curtain pulled during bath, etc.)

Resident Care

82	20	0	4. Do staff knock & say their name before entering your room?
97	5	0	5. Do staff explain your care?
93	9	1	6. Are staff available to help you (case manager, aides, etc.)?

Day Program / Work

81	19	2	7. Do you like where you work?
85	17	0	8. Are your wants and needs taken care of at work?

Leisure / Community

87	14	1	9. Do you enjoy the activities planned at your home?
93	9	0	10. Do you like the outings offered to you?

Dietary

79	18	1	11. Do you like the food where you live?
88	8	2	12. Do you enjoy where you eat (dining room, tablemates, etc.)?

Resident Rights

94	9	0	13. Do you understand your rights & believe they are followed?
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**Apostolic Christian Timber Ridge
July 2016 - June 2017
Annual Family Satisfaction Survey**

Never	Rarely	Sometimes	Mostly	Always
1	2	3	4	5

FACILITY				
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0	0	0	9	43
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0	0	0	3	48
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STAFF				
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0	0	1	6	45
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0	0	0	7	44
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RESIDENT CARE				
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0	0	0	9	43
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0	1	0	4	47
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MEDICAL				
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0	0	1	7	44
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0	0	1	5	44
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LEISURE				
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0	0	1	11	35
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0	0	1	6	38
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IDT PROCESS				
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0	0	0	2	45
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0	0	1	5	44
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1. Do you feel that the overall condition and upkeep of the facility is good?
2. Do you feel comfortable and welcome when visiting the facility?
3. Are staff members generally accessible and willing to assist?
4. When you bring a concern or idea to management or staff do they respond?
5. Are you comfortable with the overall care that your resident receives?
6. Do you feel staff interact with your resident in a compassionate and respectful manner?
7. Are you informed of matters regarding your resident's healthcare services?
8. Is medical information communicated in a thorough, clear manner at your resident's IDT meeting and/or when speaking with nursing staff?
9. Do you feel that your resident's leisure needs are met within the facility?
10. Are you satisfied with your resident's opportunities for community access?
11. Do you feel comfortable participating in the planning meeting?
12. Is the information presented at the IDT meeting and/or in the ISP packet useful in better understanding your resident's strengths and needs?

**Apostolic Christian Oakwood Estate
July 2016 - June 2017
Annual Family Satisfaction Survey**

Never	Rarely	Sometimes	Mostly	Always
1	2	3	4	5

FACILITY

0	0	0	0	10
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0	0	0	1	7
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STAFF

0	0	0	3	7
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0	0	0	1	8
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RESIDENT CARE

0	0	0	1	9
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0	0	0	1	8
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MEDICAL

0	0	0	2	8
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0	0	0	1	8
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LEISURE

0	0	1	3	6
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0	0	1	3	4
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IDT PROCESS

0	0	0	0	10
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0	0	0	0	9
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1. Do you feel that the overall condition and upkeep of the facility is good?
2. Do you feel comfortable and welcome when visiting the facility?
3. Are staff members generally accessible and willing to assist?
4. When you bring a concern or idea to management or staff do they respond?
5. Are you comfortable with the overall care that your resident receives?
6. Do you feel staff interact with your resident in a compassionate and respectful manner?
7. Are you informed of matters regarding your resident's healthcare services?
8. Is medical information communicated in a thorough, clear manner at your resident's IDT meeting and/or when speaking with nursing staff?
9. Do you feel that your resident's leisure needs are met within the facility?
10. Are you satisfied with your resident's opportunities for community access?
11. Do you feel comfortable participating in the planning meeting?
12. Is the information presented at the IDT meeting and/or in the ISP packet useful in better understanding your resident's strengths and needs?

**Apostolic Christian Linden Estate
July 2016 - June 2017
Annual Family Satisfaction Survey**

Never	Rarely	Sometimes	Mostly	Always
1	2	3	4	5

FACILITY

0	0	0	0	9
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0	0	0	0	9
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STAFF

0	0	0	0	9
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0	0	0	3	6
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RESIDENT CARE

0	0	0	2	7
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0	0	0	0	9
---	---	---	---	---

MEDICAL

0	0	0	2	7
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0	0	0	1	8
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LEISURE

0	0	0	3	6
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0	0	0	3	6
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IDT PROCESS

0	0	0	0	8
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0	0	0	1	8
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1. Do you feel that the overall condition and upkeep of the facility is good?
2. Do you feel comfortable and welcome when visiting the facility?
3. Are staff members generally accessible and willing to assist?
4. When you bring a concern or idea to management or staff do they respond?
5. Are you comfortable with the overall care that your resident receives?
6. Do you feel staff interact with your resident in a compassionate and respectful manner?
7. Are you informed of matters regarding your resident's healthcare services?
8. Is medical information communicated in a thorough, clear manner at your resident's IDT meeting and/or when speaking with nursing staff?
9. Do you feel that your resident's leisure needs are met within the facility?
10. Are you satisfied with your resident's opportunities for community access?
11. Do you feel comfortable participating in the planning meeting?
12. Is the information presented at the IDT meeting and/or in the ISP packet useful in better understanding your resident's strengths and needs?

**Apostolic Christian CILA
July 2016 - June 2017
Annual Family Satisfaction Survey**

Never	Rarely	Sometimes	Mostly	Always
1	2	3	4	5

FACILITY				
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0	0	0	6	40
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0	0	1	4	39
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STAFF				
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0	0	1	7	39
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0	0	1	7	38
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RESIDENT CARE				
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0	0	1	9	37
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0	0	1	4	41
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MEDICAL				
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0	0	2	13	32
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0	0	1	6	39
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LEISURE				
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0	1	2	7	37
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0	1	2	5	38
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IDT PROCESS				
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0	0	1	2	37
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0	0	1	5	36
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1. Do you feel that the overall condition and upkeep of the facility is good?
2. Do you feel comfortable and welcome when visiting the facility?
3. Are staff members generally accessible and willing to assist?
4. When you bring a concern or idea to management or staff do they respond?
5. Are you comfortable with the overall care that your resident receives?
6. Do you feel staff interact with your resident in a compassionate and respectful manner?
7. Are you informed of matters regarding your resident's healthcare services?
8. Is medical information communicated in a thorough, clear manner at your resident's IDT meeting and/or when speaking with nursing staff?
9. Do you feel that your resident's leisure needs are met within the facility?
10. Are you satisfied with your resident's opportunities for community access?
11. Do you feel comfortable participating in the planning meeting?
12. Is the information presented at the IDT meeting and/or in the ISP packet useful in better understanding your resident's strengths and needs?

**Apostolic Christian LifePoints
July 2016 - June 2017
Annual Family Satisfaction Survey**

Never	Rarely	Sometimes	Mostly	Always
1	2	3	4	5

FACILITY				
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0	0	0	15	102
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0	0	1	8	103
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STAFF				
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0	0	2	16	100
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0	0	1	18	96
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RESIDENT CARE				
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0	0	1	21	96
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0	1	1	9	105
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MEDICAL				
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0	0	3	24	91
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0	0	2	13	99
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LEISURE				
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0	1	4	24	84
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0	1	4	17	86
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IDT PROCESS				
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0	0	1	4	100
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0	0	2	11	97
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1. Do you feel that the overall condition and upkeep of the facility is good?
2. Do you feel comfortable and welcome when visiting the facility?
3. Are staff members generally accessible and willing to assist?
4. When you bring a concern or idea to management or staff do they respond?
5. Are you comfortable with the overall care that your resident receives?
6. Do you feel staff interact with your resident in a compassionate and respectful manner?
7. Are you informed of matters regarding your resident's healthcare services?
8. Is medical information communicated in a thorough, clear manner at your resident's IDT meeting and/or when speaking with nursing staff?
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11. Do you feel comfortable participating in the planning meeting?
12. Is the information presented at the IDT meeting and/or in the ISP packet useful in better understanding your resident's strengths and needs?

2016 - 2017 SATISFACTION SURVEYS

ACTR

There were a total of 35 residents who were able to respond. This is about half of the total residents and reflects the large number who are not cognitively able to respond. This significantly decreases the reliability of the response. There were no **negative** responses. Of a total of 13 items there were three with five or more responses of **sometimes**. They were about food, privacy and activities. These are usually the most negative responses. Because of the low numbers of residents able to participate, these are primarily responded to on an individual basis. Staff will be made aware of the items so they can be sensitive.

There were 52 family/guardian responses. This is a higher than in past years. The family survey is a scaled survey to get more accurate responses from family. There was one item that got a **rarely** response. It was in regard to staff being compassionate and respectful to clients. There were no items that got a **never** response. There were six which each had one response of **sometimes**. The rest of the responses fell in **mostly** or **always**. All areas had at least 80 percent always This is improvement in several areas from past years.

Oakwood Estate

All of the 12 residents of Oakwood were able to respond to the survey. This is the third response from the new group of residents so there is little comparative data. There were some negative responses. They were about privacy, work, activities and food. Three items had 5 responses of **sometimes**. These also had to do with privacy, food and work. This is a more negative response than past years. it will be reviewed with the administrator and RSD to look for ways to address.

There were 10 family responses. All but two of them fell in **mostly** or **always**. The two areas each had one **sometimes** response. they were about leisure needs and outings. This is a very difficult areas with high needs clients and we are pleased to have this good a response. This is an area we are learning how to accomplish efficiently and some may be areas that guardians had unrealistic expectations of the facility and staff.

Linden Estate

There were 8 responses from residents. This is because of the transitions with Oakwood and the result of lower functioning residents at Linden. All of the responses were positive except for some which had one response of **sometimes**. This will be dealt with individually since it is not a pattern.

Linden had 9 family responses. This is significantly less than past years and may reflect the new residents who have less family involvement. All responses were in the two most positive options. There were a few responses in the **mostly** category regarding leisure options.

CILA and CRS

There were 47 responses from people living in the CILA and CRS facilities. There were two items which each had one **negative** responses. There were 8 residents who responded **sometimes** on staff knocking before entering their room and 11 who responded **sometimes** regarding satisfaction with work. Work is an ongoing issue that is difficult to address but individually staff will explore alternatives.

There were 47 responses from families. This is a high response rate. There were two responses of rarely and they had to do with leisure. There was a scattering of items with one or two responses of **sometimes**. All categories had 96% or more **positive** responses.

SUMMARY

Satisfaction surveys are done annually and are reviewed individually, by facility and as an agency. The agency is aware that satisfaction surveys have inherent flaws and management does not use them as a sole source of feedback. The agency is also aware that “**sometimes**” or “**mostly**” responses may indicate concerns that family members are reluctant to identify. All negative and “**sometimes**” responses are reviewed with individual respondents to determine if changes are needed.

We had a higher level of guardian participation this year. We don't see a reason for this trend but it is clear they did not respond for negative reasons since responses were strongly positive

The agency does long-term planning and makes policy and procedural changes based on the satisfaction surveys along with client data, staff feedback, ISP needs, and informal feedback from clients, families, and staff.