

Quality

Organization name: Cota

Aim		Measure								Change				
Issue/Goal	Quality Dimension	Chosen Indicator	Measure (statement of the indicator that tells you what is being measured)	Unit of Measurement	Population of Focus (which services)	Data source (where are you getting your data from?)	Current Performance	Target performance (desired state)	Target Justification (how did you set the target?)	Planned improvement initiatives (What are your change ideas?)	Methods (What will you do to make your planned changes happen?)	Process measures (what would tell you the changes are in progress?)	Target for process measures (what numbers will you monitor to show your changes are in progress?)	Comments (is there anything you think might be a barrier or enabler that leadership needs to know?)
<p><b>Goal</b> Eliminate deaths due to opioid poisonings at our modular housing sites</p>	<p><b>Effective</b></p>	<p>Deaths due to drug poisoning</p>	<p># deaths from drug poisoning out of all drug poisonings responded to at 11 Macey and 321 Dovercourt</p>	<p># of deaths of service users due to drug poisoning over the number of drug poisoning responded to during the reporting period</p>	<p>Tenants and guests at 11 Macey and 321 Dovercourt</p>	<p>Cota occurrence reports</p>	<p>0%</p>	<p>0 deaths</p>	<p>Theoretical Best: Zero deaths due to opioid poisoning</p>	<p>Piloting of overdose response network project at 11 Macey and 321 Dovercourt</p> <p>First Aid and harm reduction training for staff</p> <p>Emergency first aid training for tenants and guests / community members</p> <p>Establish a Drug Poisoning task force (ideally with SU &amp; family engagement, along with subject matter experts)</p> <p>Explore drug quality testing (pre use) opportunities</p>	<p>Partner with OpenLab on software app pilot</p> <p>train all modular staff on harm reduction and first aid</p> <p>offer emergency first aid training sessions in modular sites for tenants and community</p> <p>recruit members for drug poisoning task force</p>	<p>% of modular staff trained in harm reduction within three months of hire.</p> <p>% of modular staff trained in first aid within three months of hire.</p> <p># onsite tenant first aid sessions offered at Macey</p> <p># onsite tenant first aid sessions offered at Dovercourt</p>	<p>100%</p> <p>100%</p> <p>2</p> <p>2</p>	<p>Awaiting follow up from Open Lab on whether we've been selected to pilot the software app</p>
<p><b>Goal:</b> Advance medication safety and reduce administration errors.</p>	<p><b>Safe</b></p>	<p>harmful and no harm incidents</p>	<p># harmful incidents due to medication error # no harm incidents due to medication error</p>	<p># of med error occurrences that are categorized as harmful or no harm incidents during the reporting period</p>	<p>Cota's Site Based Supportive Housing programs and the Assertive Housing First Team program</p>	<p>Cota occurrence reports</p>	<p>1 harmful incident 5 no harm incidents</p>	<p>0 harmful incidents due to medication error 0 no harm incidents due to medication error</p>	<p>Theoretical Best: no incidents</p>	<p>designate single person to oversee med room and program at AHFT (ideally a nurse)</p> <p>Re-establish expectations and review training at Macey &amp; AHFT</p> <p>Incorporate / clarify CNO reporting requirements for Cota</p> <p>Ensure monthly med checklist by managers is consistently completed to catch issues proactively (near misses)</p> <p>Streamline documentation process by eliminating unnecessary forms and duplication</p> <p>Ensure fulsome med leads shift change including narcotic counts</p> <p>Improve quality and timeliness of documentation</p>	<p>temp nurse on contract at AHFT 3 months Send email to Macey and AHFT teams</p> <p>Update policy / draft new policy re: Cota's reporting obligations to CNO</p> <p>Directors cc'd on all follow up re: outstanding or noncompliant monthly med inspection checklists</p> <p>Well &amp; Good sign off removed from modular</p> <p>Email communication re: med lead shift change at Macey (and Dovercourt?)</p> <p>People &amp; Culture to work with modular to explore changes to schedule to allow for more overlap time for narcotic counts</p> <p>Manager-led documentation training w/ documentation supports / templates in a handbook</p> <p>created/amended quality audits</p> <p>timeliness audits</p> <p>explore med module potential in</p>	<p>% of monthly medication inspection checklists completed and submitted on time</p> <p>% of site-based supportive housing programs + AHFT that have completed the manager-led documentation training</p> <p>% of notes entered &gt;24hrs late</p>	<p>100% monthly medication inspection checklists completed and submitted on time</p> <p>100% of site-based supportive housing programs + AHFT have completed the manager-led documentation training by end of Q3</p> <p>&lt;10% notes entered 24 hrs late</p>	<p>continued discussions needed re: longer term implementation of a temp nurse overseeing AHFT med program or alternative solutions to meet the need for structural change</p>