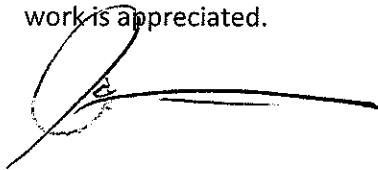


WACCAMAW YOUTH CENTER, INC.
PQI QUARTERLY REPORT
1st Quarter: January - March 2021

Executive Note: The dedication and resilience of our staff never ceases to amaze me. The pandemic may have slowed things down – mostly because we were busy writing and establishing new protocols and ensuring that those who work directly with the clients had support and the resources they needed. A focus on safety for those we serve, and our staff will continue to be a primary objective. Despite ‘slowing down’ a bit, our committees and teams continued to push forward on initiatives and developing resources to which we are committed. You will see the great work that our teams accomplished during this challenging time in this report. Please take a moment to read this report and do not hesitate to reach out to me with any questions or concerns you may have. In the meantime, please stay healthy and safe.

Christopher D. Williams

PQI Note: I wanted to highlight that, as an agency, we’ve been successfully navigating this pandemic to date and have so many business functions continuing under our ‘new (temporary) normal’. This is in part due to strong program maintenance toward our first accreditation cycle in progress. Also, in part to strong leadership, and critical decision making that is taking place throughout the last year; but mostly, this has been due to an AMAZING staff. So many thanks to all employees working on campus, all under significantly changed conditions, and at a time of increased stress. Please know how much everyone’s work is appreciated.



Lee Hickman
Board Treasurer, PQI Chair

Contents	Page
Initiatives & Action Plan Spotlight: COA Standards	2
PQI Committee Reports Highlights of Achievement	2
Census Data	3
Clinical Record Audits	3
COVID-19 Business Continuity Highlights	4

Initiatives & Action Plans Spotlight: COA Standards

As a part of our PQI Plan, a work group was created to assess practices and facilitate changes needed to implement the COA standards culturally, linguistically, effectively and meaningfully throughout our care service. Implementation of COA standards can help improve the quality of services provided to all individuals, help reduce emotional health disparities, and help achieve health equity.

Committee Reports Highlights of Achievement & Progress

Client Rights/Administrative and Service Environment/Group Living Services Committee

- Full virtual meetings; brainstormed campus conditions and re-opening details; shared observations and maintained connection with community partners relative to safety.

Performance Quality Improvement Committee

- PQI work continues with limited meetings.
- Client and employee surveys reviewed and aggregated.
- All client intake documents improved to include more information regarding trauma history.

Staff Relations

- Hosted a virtual family feud night for all staff, with raffle prizes and look to have even more participation next event.
- Designed and mailed a Staff Appreciation Postcard to show “We are thinking of you”, with artwork created by youth on campus.

RPM Committee

- Finalized and distributed a Quarterly Risk Report for the entire Board for in-depth review.
- Approved one additional policy to include additional technology security measures.
- Critical Incident reviewers continue to use data to drive decisions for individual youth during the pandemic’s forced quarantine environment.
- A sharp increase in physical altercations was observed and addressed during the quarter; from zero in December 2020 to 2 each in January, February, early March.
- Action plans were efforts are noted to be successful as the quarter closed with zero physical altercations the last two weeks of the quarter. For context, the rate of physical altercations in the residential program has not been as high since September of 2016.

Educational Support Report: Social Emotional Learning (Study Hall)

- While there are no formal meetings in study hall at this time, the educational support team continued oversight of virtual learning and planning for classroom return next quarter.
- While there are no formal meetings at this time, communication between the school and residential programs continued to support distance learning.
- Significant effort continued with the on-site teams including clinical, milieu, nursing and psychiatry with extensive planning for individual youth as well as whole House supports.

Resident Census Data

Average Agency Daily Census = 13.33

(Jan = 14 Feb = 13; Mar =13)

Data based on Best Notes P – Census Summary Report

Q1 2021 Number of Clients Served by Program

Data based on Monthly Census Report

Data Quality review and correction of data for reporting 4/5/2021

19 unique individuals, representing 40 clients, served in programming as follows:

Term	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan
Quarter 1	14	13	13										
unique	14	3	2										
Quarter 2													
unique													
Quarter 3													
unique													
Quarter 4													
unique													

Clinical Record Audits

Residential Clinical File Audits-

- Due to COVID-19 and the previous campus lockdown, the Q1 residential program audits were performed remotely and 50% by a designated PQI committee member. Reporting provided data to help the program with their improvement efforts.
- 19 files in total were audited, representing 100% of open or most recent files during the quarter per COA standards. Six of those records were recently closed.

COVID-19 Business

- Awarded a Payroll Protection Program loan, which will be forgiven for appropriate use of funds;
- Awarded a 49,500 grant from the South Carolina Families First Transitional Fund
- The Campus lockdown to essential campus-based staff was lifted on March 31st
- The Policies and Protocols were presented in a training for all staff working on campus. This was the first major campus based ‘virtual’ training.
- The staff received and acknowledged a Department of Health and Environmental Control handout designed to ensure clients are aware of legal obligations to disclose information to public health officials to help facilitate contact tracing during the pandemic;
- TLC therapy started providing counseling in both a telehealth setting along with socially distanced site-visits with appropriate PPE
- Horry County’s School Re-Opening Plan is being finalized according to state guidelines which provides a choice between extended a hybrid Plan or Brick and Mortar (in-school) Learning
- COA Self-Study submission will be incomplete on scheduled date. We will ask for a month extension, and will continue to work with our consultant toward mid-May Mock Site Visit as postponing is not an option for our October 1st target date for accreditation.