

UNIQUE CARING NETWORK PERFORMANCE IMPROVEMENT ANNUAL REVIEW 2015

During the year of 2015 UNIQUE CARING NETWORK identified, monitored and analyzed a variety of issues and concerns. The issues and concerns were brought forward from CARF, persons served, staff, providers, Board Members, and stakeholders.

This report is an analysis of those issues and concerns.

The UCN has increase communication with stakeholders, and person served was a goal for 2015 is evident in the outcomes in our suggestions/surveys analysis reports. We also have internal staff meetings with our team to discuss the progress or lack thereof with input from other stakeholders working with persons served. We have also increased our community partnership with outside agencies

The UCN has been able to update its job descriptions, performance contracts, and ensure that Providers follow all applicable agency policies and procedures and conform to the CARF standards,

The UCN has was able to make update its Strategic Plan to address many of the concerns that CARF had during its last survey report. We are proud to say that we have addressed all areas of concern and will continue to ensure that agency best practices meet CARF standards in 2016.

The UCN has also been working more diligently with Cardinal during placements to receive more access to information about persons served to be given to the potential providers(s) prior to placement.

The UCN has been able to ensure that all of our business and program performance measures adheres to CARF standards.

The UCN has ensured that its policies promote the rights of persons served to address freedom of abuse, financial or other exploitation, retaliation, humiliation, and neglect.

The UCN has been able to make changes to its program and structure of service delivery based on many of the recommendations made by CARF during its 2015 survey report.

The UCN Health & Safety, Complaints, Accessibility, Risk Management, and Technology Plan was completed as outlined below.

HEALTH AND SAFETY

UCN has a written analysis of all critical incidents that is conducted by leadership:

- a. At least annually.
- b. That addresses:

- (1) Causes.
- (2) Trends.
- (3) Actions for improvement.
- (4) Results of performance improvement plans.
- (5) Necessary education and training of personnel.
- (6) Prevention of recurrence.
- (7) Internal reporting requirements.
- (8) External reporting requirements.

FORMAL COMPLAINTS FROM 2015 ANALYSIS

UCN had no formal complaints from provider, staff, or stakeholders for 2015

ACCESSIBILITY

UCN has an accessibility status report that is:

- a. Is prepared annually.
- b. Is in writing.
- c. Includes:
 - (1) Progress made in the removal of identified barriers.
 - (2) Areas needing improvement.

RISK MANAGEMENT

UCN has a Risk Management status report that is:

- a. Is prepared annually.
- b. Is in writing.
- c. Includes:
 - (1) Progress made in the removal of identified barriers.
 - (2) Areas needing improvement.

TECHNOLOGY

UCN has a Technology status report that is:

- a. Is prepared annually.
- b. Is in writing.
- c. Includes:
 - (1) Progress made in the removal of identified barriers.
 - (2) Areas needing improvement.

HUMAN RESOURCES

In 2015, UCN contracted with 10 new providers. As we continue to increase the number of persons served we will continue to contract with new Providers and staff in 2016.

FINANCIAL

The UCN has been able to show a profit of over \$26,000 for 2015 because of the increase in several new persons served. We were also able to have an outside CPA conduct an annual review of our finances.

INCIDENT REPORTING

The identified causes of most of the incident that occurred during 2015 was related to aggressive behaviors by person served towards AFL Providers. This has been a common trend because many of the persons served are dually diagnosis and have had the same issues in other residential settings. UCN will continues to train Providers on how to deescalate persons served with mildadaptive behaviors, as well as, continuing to make sure that ther person served is placed in an appropriate AFL setting sutiable to meet their needs.