**Interface Northwest Strategic Planning Meeting**

**August 23, 2012**

Attending: Rhonda, Walter, Wanda, Tammy, Ralph, Carlton, Nakita, Dana, Casharo, Doug, Donald

We began by asking the group to identify areas they would like to improve in as a program in the next year and what steps need to happen for improvement to occur.

The items identified are as follows:

**Goal:** Increase admissions in ratio to screenings.

**Action Steps:**

Review screenings for a three month period and compare to intakes in that time frame to determine a baseline percentage of screenings that result in an intake. (Quarter 1)

Implement a review process for each screening completed that does not result in a scheduled intake. (Quarter 1)

Re-train staff on eligibility criteria and empower them to make the eligibility decision on screening they take. (Quarter 1)

**Measure of Improvement:**

Review screenings taken in Quarter 3 and compare intakes to screenings and see if the percentage is higher than the base line percentage.

**Goal:** Decrease medication errors by mastering and following the new policy procedures.

**Action Steps:**

Provide staff with regular medication training updates and feedback on performance. (Quarter 1-4)

Implement regular medication provision monitoring by a Regional Coordinator (Quarter 1-4)

Update shift log to do a daily recap of medication procedures. (Quarter 2)

Implement regular updates of Medication Information Book (Quarter 1-4)

**Measure of Accomplishment:**

Review and compare documented medication errors to previous years to determine if improvement has occurred.

**Goal:** Increase the percentage of youth on AchievementLevel

**Action Steps:**

Implement a tracking system for youth on Achievement Level. (Quarter 1)

Provide additional Behavior Management Training to staff and use pre and post testing to measure mastery of the system. (Quarter 2, 3, 4)

Implement regular monitoring of behavior system use by staff through observation and review of point cards. (Quarter 1-4)

Stress consistent use of Behavior System across shifts. (Quarter 1-4)

Have staff strong in Behavior System model implementation for newer staff. (Quarter 1-4)

**Measure of Accomplishment:**

Observe if the number of youth attaining Achievement Level increases over the course of a year.