

ACCA, INC
1020 Barnette Street, Fairbanks, AK 99701
Tel 907-456-4003
Fax 907-456-6124
www.alaskacenter.org



ANNUAL REPORT

FY 17

*July 1, 2016 – June 30, 2017 report for Performance and Quality
Improvement*

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Introduction

CONTINUING TO IMPROVE THE PROCESS

Performance and Quality Improvement has always been an important part of the work ACCA does. ACCA continues to grow the Performance and Quality Improvement plan as the reporting occurs. Clarifying and defining the needs of ACCA and stakeholders so the information is easy to understand is important to the reporting process. The team will work to improve areas needing clarification and will adjust the reporting as needed to properly document and monitor Performance and Quality Improvement.

AREAS OF MEASUREMENT

The ACCA PQI team members have developed targets and goals to assist in the process of evaluating the areas of:

- Impact of Service on Clients
- Accessibility of Service Delivery
- Management and Operations Performance
- External Review

QUARTERLY MEASUREMENT

Not all areas are measured each quarter. This report covers July 1, 2016 through June 30, 2017. It includes information on Impact of Services on Clients including change in functional status, Quality of Service Delivery including quarterly file review data and accessibility of services data.

Respectfully Submitted,

Heidi Haas, Deputy Director

PQI Coordinator

August 1, 2017

Outputs

Infant Learning Program Children

FOR FISCAL YEAR 2017 THE INFANT LEARNING PROGRAM PROVIDED SERVICES TO 363 CHILDREN AND THEIR FAMILIES. THE AGENCY RECEIVED 525 REFERRALS AND 206 WERE NEWLY ENROLLED.

Speech Clinic

SPEECH CLINIC PROVIDED SERVICES TO 32 INDIVIDUALS AND 8 FACES EVALUATIONS WERE COMPLETED DURING FISCAL YEAR 2017.

FACES

THE FACES TEAM COMPLETED DIAGNOSES FOR 30 INDIVIDUALS DURING THE 2017 FISCAL YEAR. THE TEAM RECEIVED 46 REFERRALS.

Loan Closet

LOAN CLOSET CONTINUES TO SERVE THE COMMUNITY WITH THE USE OF QUALITY EQUIPMENT RENTAL. 68 RENTALS WERE ESTABLISHED IN FISCAL YEAR 2017.

Operations and Management

THE OPERATIONS AND MANAGEMENT OF ACCA CONTINUE TO STRENGTHEN AS WE REVIEW AND REWRITE AGENCY POLICIES AND PROCEDURES.



Impact of Services on Clients - Change in Functional Status

INFANT LEARNING PROGRAM

The Infant Learning Program uses data supported by the Child Outcomes Summary. The Child Outcomes Summary data will be evaluated based on social emotional, positive relationships, new knowledge and skills and self-help. The Child Outcomes Summary compares the child's rate of growth from the time they entered the program to the time they exited the program.

This was the first year comparing annual averages. In Summary Statement 1 there was not a significant difference in the growth. There was a significant different in the percentages for Summary Statement 2. Additional research will occur to try and determin the reason for the significant decrease.

Of those children who entered the program below age expectations in the Outcome Area, the percent that substantially increased their rate of growth by the time they exited the program.

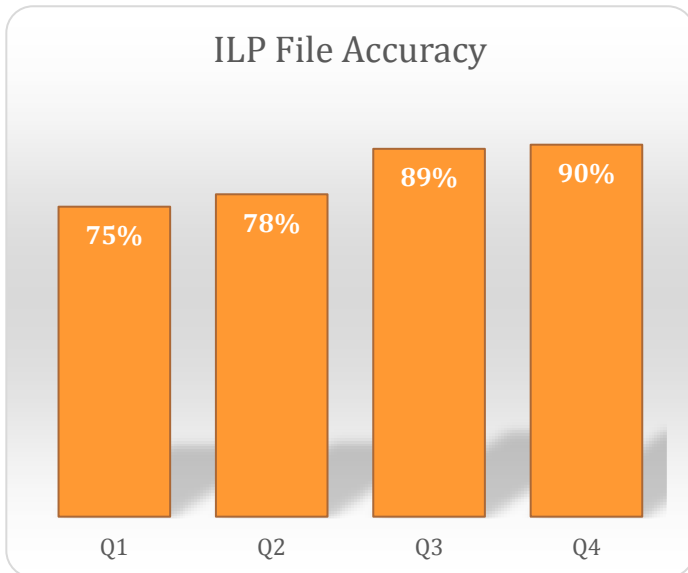
Summary Statement 1	FY16	FY17
<i>Child Outcome Area</i>	<i>Percent Substantially Increase Rate of Growth</i>	<i>Percent Substantially Increase Rate of Growth</i>
Emotional: Positive social relationships	58.14%	60.24%
Knowledge: Acquisition of knowledge and skills	71.17%	69.61%
Action: Taking appropriate actions to get needs met	78.07%	75.00%

The percent of children who are functioning within age expectations in the Outcome Area by the time they exit the program.

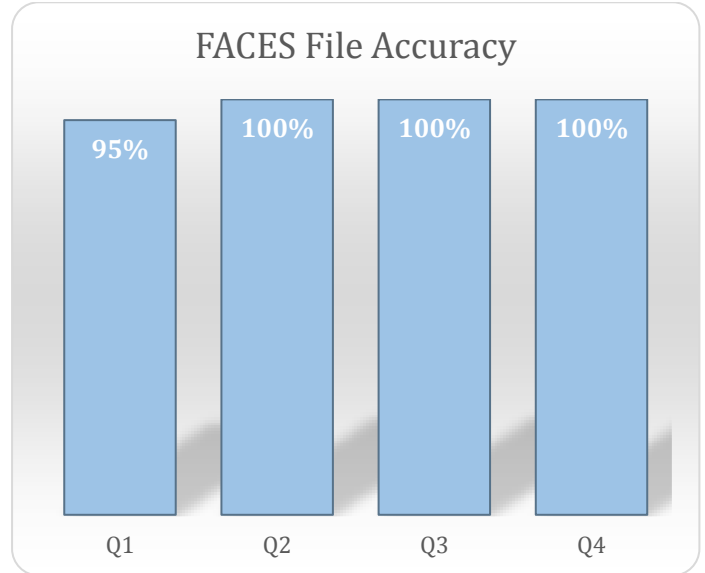
Summary Statement 2	FY16	FY17
<i>Child Outcome Area</i>	<i>Percent Substantially Increase Rate of Growth</i>	<i>Percent within Age Expectations at Exit</i>
Emotional: Positive social relationships	48.28%	48.60%
Knowledge: Acquisition of knowledge and skills	38.46%	35.51%
Action: Taking appropriate actions to get needs met	45.30%	36.79%

Note: The FY16 numbers have been revised based on data input after the FY16 annual data was reported.

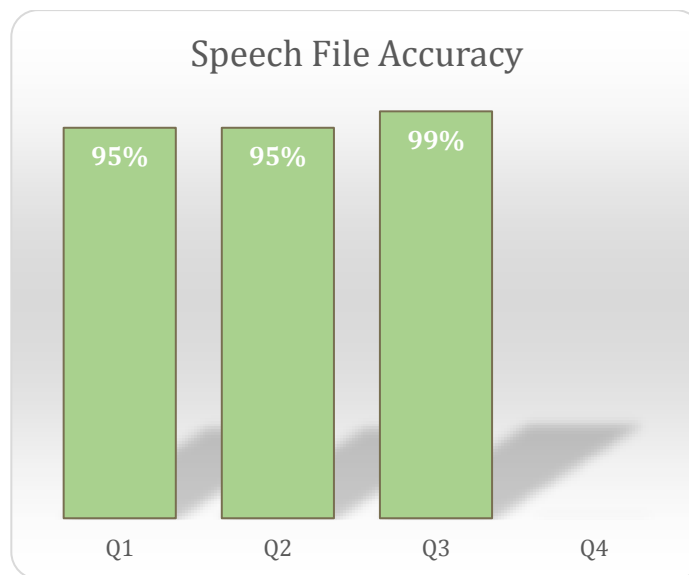
Quality of Service Delivery - Chart Review



ILP improved file review accuracy by 15% over the course of the year. Employee education, along with EHR implementation, aided in this improvement.



FACES maintained a high level of file accuracy throughout the course of the year.



Speech Clinic is closing so there was no 4th quarter review.

Quality of Service Delivery - Accessibility of Services

INFANT LEARNING PROGRAM

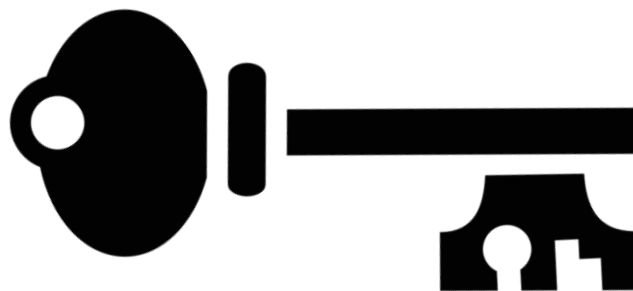
The Infant Learning Program is required to enroll an eligible child within 45-days of the referral. The Infant Learning Program enrolled 206 eligible children this fiscal year and 99.5% of them were enrolled within the 45-day timeline.

SPEECH CLINIC

Speech Clinic has established a 30-day enrollment timeline calculated from the referral date. Speech Clinic enrolled 30 eligible clients in fiscal year 2017 and 100% of them were enrolled within the 30-day timeline. The average length of time for enrollment was 14 days.

FACES

The FACES program does not enroll children, rather the clinic facilitates the evaluations and diagnosis of the children referred. The program will monitor the length of time for referred children to be evaluated through the team from the date of first doctor appointment to diagnosis. FACES completed service coordination for 30 children this fiscal year. The average length of time for enrollment was 213 days. ACCA will continue to use many strategies to try to reduce the timeline for diagnosis, including recruitment of additional community providers as team members, assistance to families in managing appointments, and coordination with Medicaid Travel to facilitate travel to Fairbanks, however some of these factors are out of our control. Additionally, 46 referrals were made to the FACES program during the fiscal year.



Contact Information

Performance and Quality Improvement Coordinator

Heidi Haas, Deputy Director

Heidi.haas@alaskacenter.org | 907.456.4003 x104 | 1020 Barnette Street, Fairbanks, AK 99701

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