

PQI Report

(April 4/2019 Meeting)

Requiring Feedback From Management:

1) What are the rules/regulations around destroying files?

- For housing related files, BC Housing has told us it is up to us. For anything regarding finances, we follow the seven year rule. What we don't know is how long health related files have to be stored without any activity before they can be discarded. This is coming up as we are trying to nail down the file closing procedure for all programs. For example, in housing we are now having files be "active" (in the housing workers office filing cabinet) for one year, "archived" (in the yearly filing cabinet due to inactivity) for one year, "closed" (still in the yearly filing cabinet but now marked "closed" on the file) for two years, then destroyed. This means if a file is not touched for 4 years it is disposed of.

2) Is it now an agency standard to remove the "all of the above" option on consent forms?

- In housing outreach in Kamloops, we have removed the "all of the above" option from the consent paperwork as somebody along the line made the call that this is not a best practice. PQI agrees, but before we make the directive to remove "all of the above" agency-wide we want to ensure there are no concerns from management.

Partner Organization Feedback Preparation

Identified Partner Organizations To Receive the Survey:

The PQI committee met and each member provided a list of the partner organizations that they or their coworkers have regular contact with:

All Three Communities:

- 1) BC Ambulance Service
- 2) BC Housing
- 3) Ministry of Social Development and Poverty Reduction
- 4) Work BC
- 5) RCMP
- 6) CMHA

Kamloops:

- 1) Alliance Church
- 2) St. Vincent de Paul
- 3) Hotels (Star Lodge and Howard Johnson)
- 4) Robert @ the Duchess
- 5) Mustard Seed

- 6) STLR
- 7) Elizabeth Fry
- 8) Seasons Counselling
- 9) Kamloops This Week
- 10) The Printing Place
- 11) Service Plus
- 12) T.R.U.
- 13) Sprott Shaw
- 14) Open Door Group
- 15) Interior Health – Mental Health and Substance Use, Home Health, ACT/ICM, Royal Inland Hospital One South, and Street Nurses (separate feedback from each department)
- 16) Volunteer Kamloops
- 17) BC Community Corrections
- 18) Kamloops Sexual Assault Centre
- 19) Home Depot
- 20) Cleanway
- 21) Greydon Security
- 22) Shaw
- 23) Rona
- 24) Schular's Cleaners
- 25) Pharmacies (Manshadi's and Kipp Mallory)
- 26) White Buffalo
- 27) John Howard Society
- 28) Emerald Centre
- 29) Nu Tech
- 30) The Thrift Store
- 31) City of Kamloops
- 32) Kamloops Fire Department
- 33) Kelson Group
- 34) Columbia Property Management
- 35) Kamloops Apartment Rentals (SRSN)

Merritt:

- 1) Ministry of Social Development and Poverty Reduction
- 2) The Merritt Herald
- 3) Phoenix Center
- 4) Housing First
- 5) Nicola Valley Advocacy Center
- 6) Conayt Friendship SocietyFirst
- 7) Nation Health Authority (FNHA)
- 8) Scw'exmx Community Health
- 9) Scw'exmx Child and Family Services
- 10) Lytton Restorative Justice

- 11) N'laka'pamux Health Services
- 12) Dr. Soderberg
- 13) Pharmasave
- 14) Blacks Pharmacy
- 15) Nicola Valley Foodbank
- 16) BC Community Corrections
- 17) Interior Community Services
- 18) Merritt Fire Rescue
- 19) Royal LePage Merritt Real Estate Services
- 20) Columbia Property Services

Penticton:

- 1) Access Centre
- 2) Interior Health –ACT/ICM, Acquired Brain Injury, Adult Community Support Services, Supported Recovery Bed Program, Seniors Mental Health, and Street Nurses (separate feedback from each department)
- 3) Bronag Contracting
- 4) Can Guard
- 5) Dettling Electric
- 6) DuoTech Electric
- 7) Greyhawk Ind.
- 8) John Howard Society
- 9) Knight's Pharmacy
- 10) Mavco Plumbing & Heating
- 11) Meals On Wheels
- 12) Oasis United Church
- 13) OoKnakane Friendship Centre
- 14) Pathways Addiction Resource Centre
- 15) Penticton & District Society for Community Living
- 16) Penticton Community Corrections
- 17) Penticton Regional Hospital
- 18) Pharmacy Delivery Drivers
- 19) Rexall
- 20) Rona
- 21) Salvation Army
- 22) Shoppers Drug Mart - 2 locations
- 23) South Okanagan Similkameen Brain injury Society
- 24) South Okanagan Woman In Needs Society
- 25) St. Vincent De Paul Catholic Church
- 26) Sunrise Pharmacy
- 27) The Brick
- 28) The Medicine Shoppe
- 29) The Penticton Soupateria Society

30) WalMart

3) What organizations are missing from this list?

Proposed Survey Questions and Layout

The PQI committee discussed how best to execute the partner organization survey and the following recommendations were made:

- 1) We should not do a blanket survey for all partner organizations, but instead we should break it down by type of organization and create surveys that will provide us with relevant feedback from each. For example, organizations like Interior Health will have questions relating more to how we client services whereas organizations like Home Depot will have questions geared more toward the business side of what we do.
- 2) The questions should be asked in a way that the organizations can respond on a scale of 1-5 with a comment section for each question to provide additional feedback.
- 3) Along with sending out the survey, we should take this opportunity to also provide educational materials to these organizations about what we do. This could mean we provide the new pamphlets we have been working on or similar material about ASK Wellness.
- 4) Should not be done by survey monkey, but instead either a hard copy that can be sent, printed, and sent back, or something else that is more professional than survey monkey.

The committee also discussed possible questions that we should ask:

General questions that should be asked of all organizations regardless of service provided:

- 1) How would you rate the level of professionalism displayed during your interactions with ASK Wellness employees (on time, respectful, attentive, etc.)?
- 2) How well would you rate your understanding of what ASK Wellness does in your community?
- 3) If you ever attend an ASK Wellness facility, how safe do you feel?

For organizations that provide client supports alongside our supports:

- 1) How would you rate the knowledge of ASK Wellness employees when it comes to delivering client-based services?
- 2) When dealing with a client from an ASK Wellness housing facility, generally how well prepared for the appointment with your agency are the clients (i.e. came with all necessary documents, prerequisite appointments having been attended, etc.)
- 3) How would you rate ASK Wellness' level of collaboration with your organization and can you comment on any barriers to collaboration you have noted?

4) Do you enjoy coming to ASK Wellness facilities to provide client services?

For more business or property services related partner organizations:

1) If you had a financial transaction with ASK Wellness, were you paid on time based on the arrangement made with an employee within the organization?

4) What else needs to be asked and are there any concerns with the proposed layout and delivery?

For Management's Information (Not Requiring Feedback)

File Audit

CLBC

No issues found with any of the files. All necessary materials were in their proper place and the management stick was in place and up to date.

Corrective measures needed and date for follow-up: Not applicable.

Carson

All files audited are missing some form of documentation and the management stick has not been placed on the left side of the file and as a result not signed by the program coordinator.

Corrective measures needed and date for follow-up: Ensure the following files have the listed documents added and signed by the client and the coordinator.

- Lindsay Volk (intake, consents, and move in/move out checklist)
- Cheryl Robertson (intake, consents, move in/move out checklist)
- Angela Gilbert (intake, consents, move in/move out checklist)
- Steven Denault (intake, consents, move in/move out checklist)
- Brad Engler (intake)
- Management sticker added to all files

Follow up to be done by Leanne Power on or before April 19/2019

Health Navigation (Kamloops)

Based on the way documents are placed in the mock file (what goes on the left and what goes on the right) many files are not in compliance with the mock file provided by this program. There are also a few files where documents are missing, not filled out, or duplicated. This may be a case of the

mock file needing an overhaul to fall in line with how this program wants files laid out, or it could be that the files are not in compliance with how the program wants to move forward. PQI will need to have a discussion with the program lead to determine what needs to be done.

Corrective measures needed and date for follow-up: Ensure the following files have the corresponding corrections.

- Brian Thomas (consent form is on left but the mock has it on the right, no surge intake form, no history/assistance form)
- Tim Lactin (consent form is on left but the mock has it on the right, no history/assistance form)
- Rob Sigurnjak (consent form is on left but the mock has it on the right, no intake form, no statement of confidentiality, no history/assistance form)
- Norman Robertson (documents are on the wrong side)
- Art Ramsey (documents are on the wrong side, several documents missing)
- Edmond Nichols (missing intake form, missing history/assistance form, statement of confidentiality is on the wrong side)
- General for all files (name needs to be written as LAST, First) ****Agency Standard****
- Management sticker added to all files

Follow up to be done by Michael McDonald on or before April 23/2019

Health Navigation (Merritt)

Generally, these files are in good shape though there are a few minor inconsistencies.

Corrective measures needed and date for follow-up: Ensure the following files have the corresponding corrections.

- Guy Skinner (new and old ministry consent forms are present but not completed, auditor of this file was left the note “unsure sharevision”)
- Mike Newton (the sticker on this file does not state that notes can be found on sharevision)
- Nora Humphreys (the sticker on this file does not state that notes can be found on sharevision, no initials in any of the boxes on the consent form)
- Unknown Name [audit filled out incorrectly] (client name is not in the same format as on the mock file, date does not match the mock file, front inside of the folder does not match the mock file)

- Eric George (first name does not match the mock file, sharevision not indicated on the front sticker, front inside of file does not match the mock file, missing BC Housing number)
- Janice Cote (consent package is left blank, goals could not be found)
- Krista Tanca (First name is in CAPS, “consent expired but acknowledged on cover”?)
- Anthony Prest (First name is in CAPS, front sticker does not list sharevision, front inside of file does not match the mock)
- Charles Edgar (first name shouldn’t be in CAPS)
- Clarke Valane (file does not indicate that case notes are saved on sharevision)
- Unknown Name [audit filled out incorrectly] (client name not written in the same format as mock file, front inside of folder does not match the mock, missing year on the top of the file near the name)
- Robert Lafferty (new and old consent forms present, statement of confidentiality signed twice)
- William Pitts (“Our Client is the Community” is not signed, unclear if notes are on sharevision)
- Alex (Ross) Yeske (Duplicates of consent with some re-dated after the initial signature, unsure if the notes are on sharevision)

Follow up to be done by Michael McDonald on or before April 23/2019