



Parkside
Family Counseling, LLC

Parkside Pride

Dates of Note:

- **February 20, 2019, Wednesday - Sharing Hour - 11 to Noon in Wexford – Moved from last week due to weather!**
 - **February 28, 2019 Thursday– Staff Meeting - 5 to 6:30 p.m.**
- OR**
- **March 5, 2019, Tuesday – Staff Meeting - 12 to 1:30 p.m.**
 - **March 17, 18 and 19, 2019, Sun to Tuesday – COA visit**

Our COA Visit is almost here!

We have been asking a lot of you and we are sure that all of the work that you have done along with us will net us wonderful results, but we are in the final push now!

As part of our preparation everyone will be required to attend one of the staff meetings listed above. Invitations will be sent shortly.



Please see the below notes on where all of our teams are in their progress toward current goals. Keep up the good work!

Improve Your Practice

Case File Audits

The weekly case file audits have begun. As part of this process, and to ensure the process is helpful, you will receive a one page feedback report on which files we audited are listed and notes on findings in general. You may also be asked to make some fixes in files.

At the end of each quarter, the PQI committee will compile the reports to determine if there are specific areas that are being missed. If so, we will conduct some training either through email or in a staff meeting.

The process should be viewed as a way to make your practice stronger and we hope that the feedback will support your work.

From the Parkside Office:

Reminders!

If you find something amiss – light bulbs, broken items or supplies running low – please let Kathleen or Nathan know. We do walk arounds at least weekly and officially monthly, but your help is greatly appreciated in making sure that Parkside is a safe and pleasant place for you and your clients

If you are here late or on weekends, please lock the doors, turn on outside lights on the side and front porches, and turn off all inside lighting. If you are not sure if someone else is here, please lock the doors! Thank you!

CLIENT SURVEYS!

We still have a long way to go on our client surveys! Copies of the letter sent are available in the office. Please ask your clients to respond. A quick phone call to an automated system is all that is needed and takes only a few minutes. We appreciate your help!





Life at Parkside - Change Initiatives

We have been reporting these initiatives as 'during COA', but really they are a reflection of the on-going work we do to keep Parkside at the top of our game. We really do appreciate that all of you contribute your ideas and thoughts to keep things fresh and know that you are all willing to work hard to make the changes necessary to keep us vital and growing. So here's a rundown of where the current changes are happening!

Progress on Department Change Initiatives

- **Schools Improvement Plan:** With all the finalized forms and standardized files for students, the end of the semester at APS has the team working to collect and report on the data they now have much more readily available. Drafts have been completed and the push is on to finalize the first APS feedback data reports. Much hard work has gone into this process.
- **Out-Patient Improvement Plan:** The team has created the bones of a resource library for both clinicians and clients. The project will change as more resources are collected. Next working on outcomes for clients. A new data collection for exit interviews is being developed.
- **Intensive-Home-based Therapy Improvement Plan:** The collection of data and analysis are the next steps for IHT. Data for cases, length and contacts will be analyzed and next steps determined. A new process implemented at IHT meetings is also catching data for 2019.
- **SUD Improvement Plan:** With the splitting of the large group, the team is working on feedback for that process and determining if the change has been effective or needs to be adjusted. The loss of an SUD counselor has meant that the opportunity to train a new SUD counselor will be used to make further change plans for the team.