

The Service Providers at IRP are committed to quality, service, accountability and continuous improvement. Results of the past two years survey indicate that Service Providers at IRP have increased their commitment to their customers, clients and caregivers and they demonstrate this commitment through processes for ensuring client satisfaction, partnering with clients and quickly resolving client concerns.

	Quality Initiatives Results - 2006	Quality Initiatives Results 2008
Client Satisfaction Survey	Number of Surveys returned: 73 clients out of 100 sent equals 73% Returned	Number of Surveys returned: 134 clients out of 196 clients equals 68.4% Returned
	Direct Questions: 99.7% of 864 questions asked of clients were agreeably answered.	Direct Questions 97.5% of 1548 questions asked of clients were agreeably answered.
	Rate of Satisfaction/Helpfulness: Very Helpful, Mostly Helpful equals 95.8%	Rate of Satisfaction/Helpfulness Very Helpful, Mostly Helpful equals 93.4% Very Satisfied, Mostly Satisfied equals 94.3%
	Client Comments: 49 Positive comments regarding work ethics; 2 negative comments No answer: 22/100 equals 22%, Positive answer 49/51 = 96% Negative answer 2/51 = 3.9%	Client Comments: 125 Positive Comments regarding work ethics, 9 negative answers Positive Answers = 125/134 = 93.3% Negative Answers = 9/134 = 6.7%
Goal Attainment	IRP surveys all clients: 2076 clients 81.1% resulted in 100% goal attainment or 1 under attainment (e.g. 4/4 or 3/4 goal attainment)	IRP surveys all clients: 1916 Goal Surveys 84.4% clients resulted in 100% goal attainment or 1 under attainment (e.g. 4/4 or 3.4 goal attainment)
Training and Education Initiatives:		IRP therapists attended 62 Courses collectively and were involved in 59 Connecting and Sharing Information Sessions.
Initial Assessment Survey	711 clients assessed: 95.2% compliance to standards for visiting clients within guidelines of CECCAC.	Timeliness of Initial Survey according to SP risk assessment = 4445 clients/4584 surveys = 97% within guidelines Timeliness of Initial Survey according to CM Priority Risk Rating Tool (17-20): 2523 clients / 2573 = 98.1% within guidelines Priority Risk Rating Tool (21-26): 671 clients / 739 surveys = 91% within guidelines
Chart Audit	82% greater than 80% compliance to standards	Chart Audit Scores: 3923 score out of possible 4147 = 94.6% Compliance with standards
Not Seen/Not Found Visits	1.1% of all visits 172/15088	183 Not Seen, Not Found Visits out of 19656 total visits = .93%
Commendations	See Client Satisfaction Survey plus 36 individual commendations	See Client Satisfaction surveys
Issues/ Complaints	14/2076 = .7%	6 / 3029 clients = .2% Case Manager/other agency Complaints = 4 total