

# Final Quality Improvement Aims

*Within Aging and Disability Resource Community/Network*

September 7, 2010

The four project aims are represented by bold lettering. The examples under each are potential projects to improve customer satisfaction. The examples are not meant to be an exhaustive list of potential projects but serve to promote additional ideas and discussion.

## 1. **Increase New ADRC Customers:**

Project examples may include (little aims):

- ✦ Increase # of total contacts
- ✦ Increase # of private pay
- ✦ Increase # of a specific target group
- ✦ Increase # of nursing home relocations
- ✦ Increase # of ADRC customers *that are in their own homes/contemplating out-of-home care.*

## 2. **Reduce Customer Wait Time:**

Project examples may include (little aims):

- ✦ Reduce wait time in selected ADRC service area (i.e. information and assistance, options counseling, enrollment, disability benefits counseling, transitional services, access to adult protective services, client advocacy, etc.)
  - *By reducing steps, paperwork, # of people/hand-offs, etc. in selected ADRC service area.*
- ✦ Reduce wait time for nursing home relocations
- ✦ Reduce time between first contact and a home visit
- ✦ Reduce wait time for returning customer calls

## 3. **Increase Utility of Referrals:**

Project examples may include (little aims):

- ✦ Increase follow-ups
- ✦ Increase accuracy of resource database
- ✦ Increase depth of resource information
- ✦ Increase customer action on referrals (i.e. through motivational interviewing, follow-ups, and/or hands-on assistance)

#### 4. **Increase Customers Ability to be Healthy at Home**

Project examples may include (little aims):

- ✦ Increase memory screens/referrals to doctors
- ✦ Decrease # of falls through falls prevention/increase falls prevention activities
- ✦ Increase diabetes self-management...
- ✦ Increase number of long-term care customers that stay financially independent (prevent the need for long-term care)...
- ✦ Increase number of ADRC customers that stay in/receive services their homes.
- ✦ Decrease number of hospital and/or nursing home re-admissions.