

Metro East Clinics

A hand holding a white chalk marker is writing the words 'CUSTOMER FRIENDLY SUPPORT INNOVATIVE POSITIVE PRECISE TIMELY' on a dark chalkboard. The words are arranged in a vertical stack, and the letter 'O' in 'POSITIVE' is being written. The background is a dark chalkboard with a yellow vertical bar on the left side.

CUSTOMER
FRIENDLY
SUPPORT
INNOVATIVE
POSITIVE
PRECISE
TIMELY

ANNUAL REPORT
Customer Service
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Admissions and Discharges:

	2021	2022		
	Quarter4	Quarter1	Quarter2	Quarter3
Active Patients	168	158	149	146
Intakes	2	5	2	4
Discharges	1	2	1	1

Advance Directives Policy

Staff working to become more fluent with all the Customer Service administrative requirements. Leadership has identified a need for technical assistance regarding a greater emphasis on applying training.

Agency Brochure

The agency brochure needs to be updated and linked to the website.

Appeals Policy

The Appeals Policy was revised to align the language and execution better with DWIHN's Member information and MDHHS and CMS requirements. In practice, the agency did not receive complaints about the services provided.

Board Members and Recent Meetings

The Customer Service audit findings were discussed in recent meetings and is now a standing agenda item

Confidentiality

The agency continues to adhere to confidentiality requirements. It has been consciousness about continued PHI discussions started by the patients in the hallways and lobbies and moving them to a private space.

Consents

The staff has been deficient in assuring annual consent is signed. A technical solution was implemented to improve this area by adding an expiration date within the patient database for each signed consent scanned into the database and creating a monitoring report to be run at the end of the month for anniversaries of patient admissions of the upcoming month.

Culture Competency

The patient population has been stagnant and is not diverse, with 90% of the people being African-American and over 60 years old. Staff is welcoming and respectful and continues to research the community needs and accordingly adapt.

Customer Service Policy

The execution of the policies to become a better reflection of the treatment milieu has been implemented and results show it is necessary to add triage to the entrance point and staff skilled with observing patient gaits and non-verbal clues.

Disaster Planning and Emergency Management

Though a massive fire destroyed the adjacent supermarket within the last two years, the most challenging infrastructure issue was flooding.

Due to the Program Manager and Facility Assistant, there was no interruption in services. The carpeting in the conference needs to be replaced and the overhead doors sealed.

Grievance

Zero grievances were filed, or the Grievance policy was revised to improve compliance with the State regulatory requirements.

Hours of Operation

The hours have remained the same since the CoVID 19 pandemic began.

Infection Control

Efforts to keep staff and patients safe continue in full force with the mandatory use of PPE, social distancing, and self-quarantining. 95% of the team was fully vaccinated, including all Customer Service staff. 67% of the patients have provided proof of CoVID 19 vaccination. The Customer Service Department hosted two CoVID 19 vaccination clinics onsite with the City of Detroit Health Department. Seventy-five people were vaccinated with the Moderna vaccine in March and April.

Onboarding of New Hires

The Customer Service staff, who routinely assist with some HR duties, developed a new onboarding process to help the new team better acclimate to the environment and better serve patient needs. An Administrative Assistant for HR was hired in the last year.

Patient Rights, Responsibilities, and Expectation

A greater emphasis on patients' rights, the agency's responsibilities, coupled with a renewed campaign on what the agency's expectations are, is an area the Customer Service Unit will be instrumental in deploying.

Recommendations:

Continue emphasizing importance of dignity and respect in every transaction, encounter, and service. Increase participation in Customer Service training and meetings.

- End Report\CF