

## **NOVEMBER 2007**

### **FOCUSED REVIEW AREA**

The focused area of review for November is to invite members of a consumer advocacy group to review agency services. Since the turnout for such an effort has been poor historically, and efforts to visit the local drop in center have not been well received, the agency will be conducting a survey in the waiting rooms for a one day period in the near future. The results of this effort will be reported in a future report.

On November 20, the agency conducted a medical emergency drill during an actual medical emergency on the agency premises. Support staff called 911, other agency staff opened doors to allow access to the victim and additional staff stayed with the victim while waiting for the paramedics. The QA Coordinator then walked through the paperwork to document the incident and process the overall duties of everyone involved.