

WCS SWOT Analysis

2015

Strengths – Weakness-Opportunities – Threats
Quality Improvement Strategy

SWOT ANALYSIS

Strengths

Current Strengths Identified

- Continuous Quality Management Plan within Service Outcomes consistently above 80 % compliance
- Averaging 92% within Service outcomes
- Satisfaction of Member (Individual) Services Maintenance at 95%
- Nursing Management of Skilled Community Services within Member (Individual Homes)
- Advocacy of Member (Individual) services within the community
- Longevity of company operations since 1999 for this program
- Regulatory Compliance
- Respected and well thought of by Stakeholders
- Adequate Financial Resources
- Proven Management
- Experience, Knowledge & Development

Goals/Targets for Strength Areas

- Increase Continuous Quality Management Plan to 100% compliance
- Increase Customer satisfaction to 100%
- Obtain Input (statistics) from key Stakeholders respect for the company



sWOT ANALYSIS

Weaknesses

Current weaknesses

- Nursing Management Turnover
- Administrative (HR) Turnover
- Van Repairs
- RN Executive Director – Opening (vacancy for 6mths)
- Consistency w Social Media Updates
- Training Costs (related to Management Staff Turnover
- Copier Cost (Copier very expensive)
- Vehicle repair cost

Goals/Targets for Identified Weaknesses

- Evaluate ways to reduce nursing management turnover
- Evaluate ways to improve and eliminate the HR Manager Turnover
- Reduce copier & van repairs through further education of staff



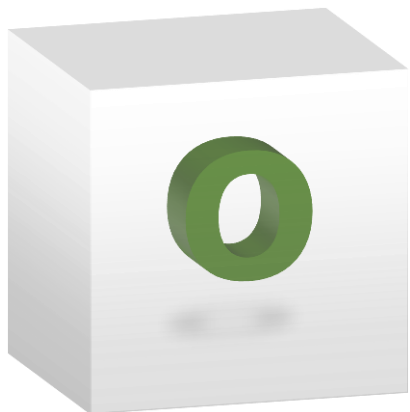
Current Opportunities

- Expansion of company within State
- Expansion of company in SC
- Acquire new transportation vans to decrease repairs
- Critical analysis of Individuals with severe physical and mental disabilities referred for services and placement within the community
- Increased family engagement in Stakeholders meetings
- Increased family participation in Stakeholders surveys
- Implement new electronic nursing data base
- Addition of Private Pay Client Base
- Development of Exit Strategy



Goals/Targets to Address Identified Opportunities

- Review of GA counties to Expand by end of 2015
- Review of SC rules and Regulations
- Complete review of disabilities and needs profiles of individuals referred
- Conduct family survey to determine best options for participation in meetings and surveys
- Collaborate with company to identify data set for nursing data base
- Communicate with private pay sector on availability of services
- Outline plans for exit strategy



Threats

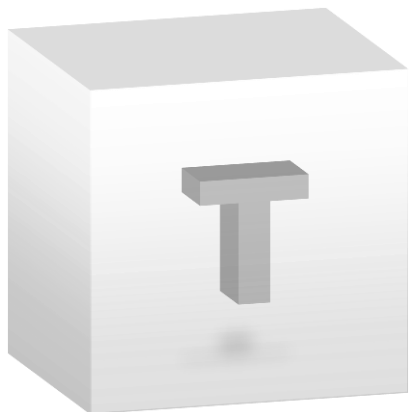
swOT ANALYSIS

Current Threats

- Prompt pay/reimbursement from State
- Compliance with operating standards for HR

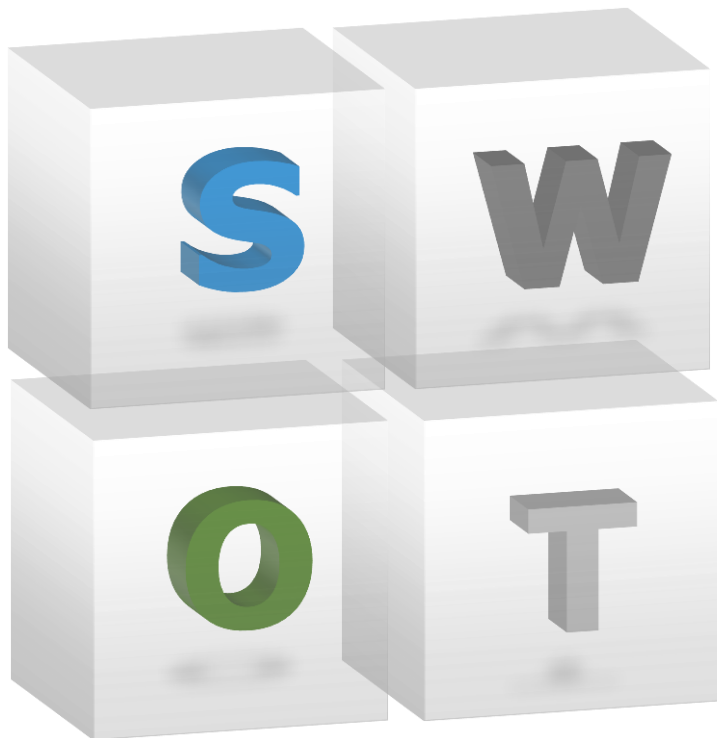
Goals/Targets to Mitigate Threats

- Ensure documentation required for reimbursement is completed
- Conduct internal audit of files and records



Summary

SWOT ANALYSIS



Summary:

Key elements have been identified related to the delivery of services. These elements represent the strengths, weaknesses, opportunities and threats that are being used to improve the quality of care for individuals with disabilities.

A continuous quality review of the SWOT will be conducted to ensure appropriateness and measurement. Goals will be monitored and update using the quality improvement process.