



Wildwood

Respect. Integrity. Creativity. Holism.

Quality Improvement Plan

2026

INTRODUCTION

Wildwood is committed to delivering exceptional services that promote well-being, resilience, and growth. Our mission is to strengthen the well-being of people with disabilities and their families, within our entire community, through innovative supports.

The agency provides residential, education, employment and community based services through the lens of four core agency values: respect, integrity, creativity, and holism. Continuous quality improvement lies at the center of our services, led by solicitation of input and feedback from stakeholders, assessment of data driven information to identify trends, and progress on identified goals and areas of need.

Our agency values continuous quality improvement to enhance service delivery, achieve measurable outcomes, and align with best practices in the field.

Purpose

The purpose of the Quality Improvement Plan is to act as a roadmap to ensure continuous quality improvement through maintaining current quality systems, identifying new quality improvement objectives, and outlining the tasks, people and timeframes to progress on quality improvement initiatives. The Plan is reviewed and updated on an annual basis.

Quality Improvement Priorities

The objectives of the Quality Improvement Plan focus on fostering a safe, empowering, and inclusive environment for service recipients. Central to these efforts is ensuring that services prioritize health, safety, and overall well-being while being person-centered to enhance the quality of life based on individual preferences and goals. To sustain and elevate service quality, the plan also seeks to strengthen stakeholder engagement, ensuring feedback from recipients, families, staff, and community partners directly informs and improves service delivery and outcomes.

- Services support service recipient health, safety, and well-being
- Services are person-centered and enhance service recipient quality of life
- Reduce the number of substantiated/founded incidences of abuse/mistreatment and mitigate other types of incidents.
- Increase service recipient knowledge of their rights and agency supports to advocate and have a voice in their services.
- Strengthen stakeholder engagement to inform and improve the development and delivery of quality services

Recent Quality Improvement Initiatives:

In 2025, the Quality Assurance and Quality Improvement (QA/QI) Team actively pursued a series of strategic quality improvement initiatives aimed at enhancing service delivery and operational excellence. These efforts were undertaken while maintaining established quality standards.

Redevelop and Deploy Quality Observation Teams

The Quality Observation Teams (QOT) program invites staff and stakeholders to step outside their typical roles to evaluate our programs through a "quality of life" lens. Shifting the focus away from mere regulatory compliance, these visits prioritize the human experience: the "feel" of a program, the promotion of autonomy, and how well an environment meets the actual desires of those we support.

While the data gathered is essential to our continuous improvement, the program also serves as a vital organizational bridge—offering participants a deeper connection to our diverse services and a chance to engage with colleagues and individuals outside their daily circles.

Highlights

- 26 Programs received a QOT visit in 2025
- As the result of areas identified through the QOT visits the following actions were taken:
 - Pet Policy in Development for Residences
 - Siding has been fixed
 - Old broken furniture has been removed
 - Photos of Individuals have been put up in common spaces
 - Individuals have chosen decor and art for the walls of their programs

Upcoming in QOT:

- Integrating Trauma Informed Metrics into assessment
- Finalizing standards for school QOT assessments in partnership with school leadership
- Beginning visits at Wildwood School in March of 2026

All About Me

All About Me is an initiative designed to put core information important to the service recipient front and center for staff. In collaboration with service recipients and those who know them best, information on areas such as Favorites/Dislikes; Communication Styles; Hopes and Dreams; and Talents are gathered and discussed on a one sheet form that is reviewed with staff with the person's more formal plans.

- Template was developed with a variety of stakeholders-DSPs, Leadership, and Service Recipients
- Currently Piloting in 3 Residential Programs

Upcoming in All About Me

- Assess results of Pilot and make any changes
- Roll Out Program in Residential and Day Services
- Pilot in Community Programs

New Satisfaction Survey

The Satisfaction Survey is sent out to all adult service recipients and actively involved family members on an annual basis. This data is then used to identify trends and potential improvements in our services.

- The survey was revamped to target a more comprehensive and actionable data set.
- The survey was moved to an all electronic system and published to the Wildwood Website

Upcoming in Satisfaction Survey

- Transition to a year-round collection of data that is assessed at routine intervals for faster identification and addressing of concerns
- Create a “personal ask” at LifePlan Meetings to increase response rates
- Post survey at routine intervals to Parent Square for Wildwood School students and families to increase response rates

Quality Committee

The Committee will provide oversight to the Quality Improvement Plan, support departments in identifying QI goals, and assist in developing baseline quality metrics.

- Committee created-first meeting upcoming

Transitioned Reporting of Reportable Incidents to Program Leadership

In June 2025, Wildwood implemented a strategic realignment of the incident reporting system, transitioning full responsibility for the reporting process from the Quality Assurance (QA) Department to Program Leadership. This transition fostered enhanced focus and accountability regarding maintaining abuse free environments and actions to protect people served.

Agency Incident Reporting streamlined into one system

All agency level incidents are now documented in Precision Care, using new classifications and data points allowing us to gather a greater scope of information related to contributing factors and corrective actions.

Ongoing/Routine Quality Improvement Activities

- Identify and respond to systemic issues and trends affecting service quality through monitoring of OPWDD Site Survey data
- Facilitate Trainings surrounding Promoting Positive Relationships, Rights, Respect, Incident Reporting and more.
- Routine assessment of data, identification and addressing of trends on a quarterly basis.
- Complete incident investigations promptly and effectively, ensuring contributing factors are addressed.

Quality Improvement Initiatives for 2026

- Standardize the review of program safeguards within service plans to ensure frontline teams possess the critical information and resources necessary for high-quality, person-centered support.
- Strengthen organizational awareness of the Grievance Policy to ensure that individual concerns are addressed with transparency. This initiative aims to improve the accuracy of our data capture, allowing for a more responsive and accountable advocacy process.
- Strengthen stakeholder engagement and investment in Quality Improvement Initiatives through the use of the Quality Committee to foster a more comprehensive and diversified portfolio of quality initiatives across the agency.

IMPLEMENTATION OF THE QUALITY IMPROVEMENT PLAN

Upon approval by the Board, this plan will be disseminated to all agency staff, members of the Board of Directors, individuals receiving services, their families, and other key stakeholders. By sharing the plan broadly, the agency ensures transparency, fosters collaboration, and invites meaningful engagement from all parties invested in its mission. This inclusive approach reinforces the shared commitment to achieving the outlined goals and objectives while maintaining accountability to the diverse community the agency serves.

The plan will undergo a comprehensive review on a quarterly basis to evaluate progress toward its goals and objectives. This regular assessment will enable the agency to monitor implementation, identify areas requiring adjustments, and ensure alignment with strategic priorities. By maintaining a consistent review schedule, the agency demonstrates a commitment to accountability, continuous improvement, and the effective achievement of desired outcomes.