

## 2015 Service Quality Outcomes Benchmarking Report

Wayside participates in a national Outcomes Benchmarking Report collected and analyzed by Netsmart. Approximately 90 social service and mental health agencies participate in these benchmarking surveys on a quarterly basis. This enables agencies such as Wayside to compare our Outcomes with those of other like service agencies across the country. (Note: This data is our most current, and all reflect very positively on the agency; however when there are negative results we always report those as well)

1. Wayside's In-Home Family Preservation Services programs rank in the top 25% of agencies nationally for helping maintain children in their homes, without requiring out of home placement. This has been a long time strength at Wayside
2. Wayside's Residential Programs rank in the top 17% of agencies nationally for preventing the use of physical restraints. This also has been a strength for years, however the Wayside Campus is implementing a new behavior management system which emphasizes verbal de-escalation even further. We may see a short-term increase in restraints, but expect they will come down in the long run.
3. Wayside ranks in the top 28% of agencies nationally for preventing medication errors in our Residential Programs. This new measure showed a poor outcome last quarter, but the benchmarking company corrected their methodology.
4. Wayside ranks in the top 28% of at the national average for preventing self injury/suicidal behavior in our Boys Residential Programs; Wayside ranks within the national average (58%) for preventing self-injury/suicidal behavior in our Girls Residential Programs. The outcomes for girls reflects an improvement from past years, but we continue to focus on improvement efforts to decrease self-injury.
5. Wayside's Residential Programs rank in the top 33% of agencies nationally for preventing violent and aggressive behavior by youth in our programs. The new TCI behavior management system (see #2 above) gives staff new tools for de-escalating aggressive behavior.
6. Wayside's Long-Term Residential Programs rank in the top 30% of similar programs nationally for discharging youth to less intensive levels of care.
7. Wayside's Residential Programs routinely rank in the top 25% of agencies nationally for avoiding discharges to higher intensities of care (DYS or Hospital).