**[Name of Facility]**

**PERFORMANCE IMPROVEMENT GOALS AND OBJECTIVES: Activities Department**

**(YEAR) AVERAGE: %**

**ACTIVITY REFUSAL REPORTING WORKSHEET**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  | **First Quarter** | | | **Second Quarter** | | | **Third Quarter** | | | **Fourth Quarter** | | |
| **Performance Measures** | **Numerator** | **Denominator** | **Goal** | **JAN** | **FEB** | **MAR** | **APR** | **MAY** | **JUN** | **JUL** | **AUG** | **SEP** | **OCT** | **NOV** | **DEC** |
|  |  |  |  | **Average: %** | | | **Average: %** | | | **Average: %** | | | **Average: %** | | |
| **Refusal Rate** | Number of resident that refused to attend | Number of residents that were invited to attend | **%** |  |  |  |  |  |  |  |  |  |  |  |  |

# How We are Working to Improve:

We are working to improve by the following:

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**Description:** This measure tracks the percentage of residents that are refusing the invitation to attend activities.

**Follow up:**

The Activity Director will continue to monitor all reported resident activity refusals. Follow up will be conducted and a root cause analysis will be conducted to determine the reason for the refusal.

**Reasons stated:**

**Plan of Correction:**

**Results reported to:**

**Detail of Performance Measure**