

## **Subcommittee Report**

### *Meeting Minutes*

**Subcommittee Name:** Quality Improvement (QI)

**Meeting Date:** June 3, 2014 @ 9:30am

**Next Meeting Date:** TBD

**Total Attendees:** 9

**Members Present:**

Marianne LaSalle, BCRC  
Tanya Stahlman, NHS  
Amanda Wyant, Staunton  
Marian Jankowski, BCBH  
Kimberly Hall, Project Director  
Bonnie Palmieri, AHCI  
Mary Winters, Glade Run  
Holly Wald, HPW Associates  
Vanessa Schmidt, HPW Associates

**Agenda Items:**

- 1) Review minutes from previous meeting (3/18/14)
- 2) Update on Enrollments and Reassessments
- 3) 2013 Core Values Survey Results
- 4) Satisfaction Results by SPA
- 5) Other

Topic/Issue	Discussion	Resolution/Action Item
Review of minutes	<ul style="list-style-type: none"> <li>The group reviewed the minutes from the previous meeting.</li> </ul>	<ul style="list-style-type: none"> <li>Minutes were approved with no further changes.</li> </ul>
Update on Enrollments and Reassessments	<ul style="list-style-type: none"> <li>Vanessa Schmidt reviewed the enrollments and reassessment rates to date.</li> <li>Holly Wald brought up the idea of an end point for reassessments.</li> <li>The group discussed how reassessments are sometimes overwhelming for both consumer and provider when there is a lot of other paperwork due at the same time point.</li> </ul>	<ul style="list-style-type: none"> <li>HPW Associates will analyze when the reassessments drop off including discharges</li> <li>Kim Hall and Holly Wald will talk about an end-point during the September call with SAMHSA</li> </ul>
2013 Core Values Survey Results	<ul style="list-style-type: none"> <li>Holly Wald presented results of Core Values survey.</li> <li>The indicators with the greatest change from 2011 survey to the 2013 survey are: <ul style="list-style-type: none"> <li>➤ From the provider perspective: “Coordination of services has improved as a result of the Single Point of Accountability (SPA)”</li> <li>➤ From the consumer perspective: “All agency staff understands my cultural and linguistic needs”</li> </ul> </li> <li>Three indicators with low scores were discussed in detail. See below.</li> </ul>	<ul style="list-style-type: none"> <li>Next steps include: <ul style="list-style-type: none"> <li>- Sending results to others for review</li> <li>- Scheduling discussion groups with providers and consumers for input and recommendations</li> <li>- Create a simple information sheet to share with consumers</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>➤ Vocational counseling and support are discussed with me and/or my family.</li> </ul>	<ul style="list-style-type: none"> <li>Discussion about why this had a low consumer perspective score: <ul style="list-style-type: none"> <li>- Consumers may be fearful of talking about working when they are on or are applying for disability or because they have a criminal history.</li> <li>- Marianne LaSalle suggested that there are people through the transformation group who are interested in working, but were not necessarily part of the consumer groups surveyed.</li> <li>- OVR referrals have decreased.</li> </ul> </li> </ul>	N/A

<ul style="list-style-type: none"> <li>➤ My family and I are involved in improving the quality of services through taking surveys and reviewing information collected.</li> </ul>	<ul style="list-style-type: none"> <li>• Discussion about why this had a low consumer perspective score: <ul style="list-style-type: none"> <li>- Bonnie Palmieri suggested that not every consumer knows how to or has access to the website so she could do a presentation at NAMI location about how to navigate webpage and discuss some locations with computers and internet access.</li> <li>- Tanya Stahlman suggested that something easy to look at and read like a Fact Sheet could be on tables or posted on bulletin boards in waiting rooms for consumers to read.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• SPA representatives agreed that they would print and make available information sheets they receive.</li> </ul>
<ul style="list-style-type: none"> <li>➤ Integrated Behavioral and Primary Care</li> </ul>	<ul style="list-style-type: none"> <li>• Discussion about why this area had low provider perspective scores: <ul style="list-style-type: none"> <li>- Amanda Wyant discussed that they have been trying to make sure the SPA is in communication with medical providers, but not all consumers will give a release for that. She suggested that maybe education for providers on how to talk to consumers who will not agree to the release.</li> <li>- Mary Winters discussed that sometimes doctors' offices will not allow the BCM to enter the exam room with the patient even with a release. Tanya Stahlman said that NHS has had good results from sitting down with practice managers and discussing the role of the BCM.</li> </ul> </li> </ul>	<p>N/A</p>
<p>Satisfaction Results</p>	<ul style="list-style-type: none"> <li>• Holly Wald presented the satisfaction results broken down by SPA.</li> </ul>	<ul style="list-style-type: none"> <li>• Vanessa Schmidt will send electronic copies of the satisfaction results to SPAs.</li> </ul>
<p>Next Meeting</p>	<ul style="list-style-type: none"> <li>• TBD</li> </ul>	