

Quality Management Committee
Thursday, April 26, 2007
Vermont Historical Society, Barre VT

Meeting Objectives: Plan the roll-out for the Quality Management Plan

Agenda: Welcome, announcements; Presentation and summary of the final QM Plan; Discuss the QM Committee involvement in the “roll out” of the Quality Management Plan; Discuss the ongoing role of the QM Committee and meeting schedule; Dagny Hoff/Continuing Education Units

Attendance: Annie Moody, Dagny Hoff, Don Grabowski, Jane Culver, Marie Bean, Millie Kent, Peter Cobb, Ryan Whipple, Stephen Morabito, Erin Christie, Scott West

Welcome and announcements:

- Two consumer reviewers have been hired - Harold Nadeau and Ryan Whipple. They will start June 4, 2007.
- Their role will be to talk to consumers and providers, give advice on technical assistance and training activities, etc.

Presentation, summary and discussion of the final QM Plan

- The Quality Management Plan is complete and has been approved.
- The Quality Management Plan has been distributed by email and land mail to service providers and other interested parties.

QM Committee involvement in the “roll out” of the Plan

- There will be four roll out meetings by service provider group – TBI, DS, ADS, HHA/AAA.
- Dates and locations:
 - Thursday, May 24 & Thursday, May 31 – Gifford Medical Center, Randolph;
 - Wednesday, June 6 – Stanley Hall, Waterbury;
 - Wednesday, June 13 – VT Historical Society, Barre
- Format
 - **1st ½ hour** - Grant staff will give an introduction about the grant. Its objectives, goals, and the committee’s and consumer and family involvement in the new QM Plan.
 - **2nd ½ hour** – A committee service provider(s) will give a power point presentation in their service area.
 - This will be the provider perspective of the review process. The ADS roll out will include the ADS guideline document.
 - **2 hours** – Consumer, family member, and QM reviewer presentation.
 - Consumers will present the 10 Quality Service Outcomes and Indicators and will speak about why the outcomes are important to them. They may also share their personal experience with the outcomes.
 - Reviewers will address how they gather information about an outcome during a review.

Dagny presents: CEU credits

- Requirements are extensive but apply for two years.
- The application process is time consuming but good as best practices.
- It was suggested that training should be ongoing at least once a year.
- Dagny will continue getting information about requirements and process for CEU.

Discuss ongoing role of the QM Committee

- There are grant activities yet to be accomplished. A no cost extension is being applied for because the grant is due to expire in September 2007.
- Critical Incident reporting (CIR) policy and strategy is being developed. This is happening in a small workgroup in Division of Disability and Aging services. The hope is that the CIR policy will be developed for public feedback this calendar year.
- A web based CIR technology is being developed. This will enable on line filing of CIR and follow up. The Grant will pay for the development of this technology. The Committee might be asked to review and gather feedback from providers about testing and using the technology.
- The committee's major responsibility will be the ongoing review and revision of the QM Plan. The Plan is a living document. The committee will continue to meet and discuss issues. Committee members will bring feedback to the meetings from reviews. This may include provider feedback on the new review process.
- Consumers and family members might establish a group to discuss the types of training that would be useful for them.
- The Quality Management Committee will have quarterly meetings beginning in September 2007.
- Work is continuing on a consumer friendly version of the Quality Management Plan which can be used in a consumer roll out of the plan. There are varying opinions on how this roll out might happen.
- Training and technical assistance is available from the Quality Management reviewers and Jeff Coy, the QMU training coordinator.

- **Next Meeting**

Tentatively scheduled for **Thursday, September 27, 2007**