

Quality Management Committee Meeting
December 14, 2006
Minutes

Present: Annie Moody, Cindy Smith, Don Grabowski, Erin Weaver, Jane Culver, Joe Carlomagno, Marie Bean, Millie Kent, Peter Cobb, Scott West, Stephen Morabito
Visitor: Dee Rollins from Project Independence in Barre

Facilitator: Stephen Morabito
Recorder: Jane Culver

Meeting Objectives: Share feedback about the first draft of the Quality Management Plan.

1. Welcome and announcements.

a. Timeline for final draft and public forums

Timeline for New Quality Management Plan:

- o 12/14 Feedback from Quality Management Committee
- o 12/15 Feedback from DDAS (all Units)
- o 12/19 QMU meets to discuss and give input
- o 01/02 Final Feedback DDAS Leadership Team
- o 01/05 Final draft sent to providers and advocacy organizations
- o 01/25-01/31 Feedback through public forums across the State
- o 02/13 DDAS Leadership Team approves the final plan
- o February 15, 16, 20, 21, 27, 28 are the QMU training days we are thinking about.
- o March 2007: Implementation of new Quality Management Plan

Public Forums:

- o **Thursday, January 25, 2007** – VT Interactive TV broadcast 10am – noon
 - Bennington, Brattleboro, Castleton, Johnson, Lyndonville, Montpelier, Randolph Center, Rutland, Waterbury, Williston
- o **Monday, January 29, 2007** – VT Interactive TV broadcast 1:30 – 3:30
 - Brattleboro, Castleton, Johnson, Lyndonville, Middlebury, Montpelier, Newport, Rutland, Springfield, St. Albans, Waterbury, White River Junction, Williston
 - Directions to all VIT sites are available on-line at www.vitlink.org
- o **Tuesday, January 30, 2007** – Burlington 1pm – 3pm
 - VT Dept Health, John Zampieri State Office Bldg, 108 Cherry St., Burlington
- o **Wednesday, January 31, 2007** – White River Junction 9am – 11am
 - Comfort Suites, 102 Ballardvale Drive, White River Jct.
- o Consumer committee members will be reimbursed for attending one of the public forums.

b. Grant evaluation update. The consumer panel met 12/13. They will write a report and share it with the committee.

c. A consumer friendly version of the Quality Management Plan has been contracted for. It will be a simplified version of the plan.

2. Quality Management Plan draft feedback.

- o Front cover
 - Delete the county lines on the VT map because it looks too busy.

- Page 3 – Introduction
 - Add the year 2005 to the first paragraph in the last sentence.
 - Page 6 - Program Descriptions
 - Erin will work on the wording of the services listed to clarify them.
 - Marie will talk with Adele about further clarifications in her programs.
 - Page 10 – Related Policies and Other Quality Management Activities
 - Web links, still in development, will be added.
 - Page 10 - Designation and Certification
 - Someone said this section is too jargony.
 - Services need to be better defined.
 - Appendix B will have more information.
 - Page 11 - Case Management Standards
 - Standards for TBI and CFC are different.
 - It was suggested that two sections be included - one for CFC case management standards and one for TBI case management standards.
 - Erin will write case management standards for the TBI section.
 - Page 13 - Notification and scheduling
 - Changes from the 11/16 meeting will be incorporated in final draft.
 - It was suggested that '30 calendar days' be changed to '45 calendar days'.
 - E-mail is considered written notice.
 - The initial meeting is scheduled to discuss details of the review and may be done either by phone or meeting.
 - It was suggested that the word 'initial meeting' be changed to 'initial contact' or to 'initial logistics discussion' or to 'initial contact to plan the review'.
 - Check for consistency on pages 13 & 14.
 - Page 15 - Focus Group with Key Agency Staff
 - Add management to title i.e. Key Agency Management Staff.
 - Take out 'one hour duration' as it is an unnecessary parameter.
- Page 15 - Quality Services Reporting and Quality Action Plans
- We are waiting for feedback to improve the finding levels language.
- Page 16 – Technical Assistance
- It was suggested that technical possibilities be more defined perhaps by giving examples.
- Page 30 – Quality Action Plan Template
- Have a place holder for agency to give information on what they might need In order to accomplish remedial actions.
- Page 31 - Appendix B: List of Supporting Documents
- This list will be on the DDAS website.
 - Consumers can call and get hard copies of any of these documents.
 - The list is being reviewed. Some items may be outdated and will be removed.
- Page 17 - Areas if Inquiry: Quality Service Standards
- The Data Points are questions used in interviews with individuals, staff etc.
 - Italicized Data Points are the primary questions.
 - Detail can be added with the other questions as needed.
 - Data Point questions will be reviewed by a panel that will ensure they are consumer friendly and understandable.

Pages 17 – 29

1. Respect

- h. This data point refers to residential settings.

3. Independent Living

- b. This is a double barreled question, which will be made into 2 separate questions.
- Negotiated risk agreement documents address the question of someone feeling safe in an unsafe environment.

6. Person-Centered Practices

- e. Typo in Data Points 'Are you satisfied with you're your services

7. Well-being

- b. & c. Data Sources for TBI and perhaps CFC will be added.

10. Support Systems

- d. The innovative things question helps to recognize innovative (great) things agencies are doing.

General comments:

- The QM Plan can help further understanding between providers and the Quality Management Unit.
- Many things in the QM Plan may not be happening yet. The Plan is what we want services to look like in the future.
- The plan can be the focus of training for systems change and improvement.
- Indicators language should agree grammatically with the data point language. This might help prevent misinterpretation of questions.
- Input from AAA and DS is pending. Their feedback will be integrated into the final draft.