

**Quality Management Committee
Meeting Minutes
March 22, 2007**

Present: Dagny Hoff, Cindy Smith, Millie Kent, Joe Carlomagno, Stephen Morabito, Jane Culver, Adele Edelman, Mary Horton, Scott West, Veda Lyon, Jerry Bernard, Karen Topper, Ellen Malone

Agenda: Summary of input and feedback on QM Plan; Discuss the Committee involvement in the “roll out” of the Quality Management Plan; Discuss training needs for stakeholders in implementing the Quality Management Plan; Discuss the ongoing role of the QM Committee and meeting schedule

Welcome to Mary Horton of Bennington Professional Nurses

Summary of input and feedback on the QM Plan.

- Joe and Stephen have been meeting with providers for further input.
- Many small changes made on the draft document, i.e. tweaking language.
- Provider’s staff files will not be reviewed.
- CMS language has been softened to make it more accessible/readable for everyone.
- A step was added to the review process regarding talking with families.
- QMU is still working on the language of the consumer interview questions.
- The consumer interview tool is being developed and will be on reviewer’s laptops.
- QMU will collect data in different ways if the required information is not found in the records.
- Record reviews will be balanced with staff and consumer interviews.
- Records are lower level information and not what QMU reviewers will focus most on.
- In prior DS reviews there was not a lot of information about what records would be looked at in a review.
- The new QM Plan is much more specific. The records to be reviewed are not very different. They are just being spelled out.
- This will provide consistency across agency reviews.
- There was a concern voiced that new energy in innovative practices may not be reflected in the records. Reviewers need to make sure that these efforts are recorded in the review of the agency.
- QM draft Plan was presented to DDAS leadership team on 3/19. They are making minor changes which will be done soon.
- QMU going through data sources and researching where information is found in different service files to make the checklists accurate.
- Feedback from HH & AAA data sources is still being compiled and amended.
- Appendix D. will be a Record Review Checklist.
- Appendix C. will be the Consumer Interview Questions.
- Providers can look at it the appendixes around outcomes to see what the QMU expectations are.
- ‘How does this affect my agency or service?’ will be addressed in the roll out trainings.

- QMU will have the final copy to the committee members as soon as it is complete.

A consumer friendly version of the QM Plan is being developed.

It will be a resource guide with phone numbers and explain how consumers are involved in the review process.

- Suggestions on how to offer this to consumers:
 - Consumers want to know what the guiding principals are and don't want to wade through a large document.
 - Use a cover sheet with highlights.
 - Highlight where, who and how to get more information.
 - Condense the Plan to 10 pages with an Executive summary.
 - Keep the 50 page document for those who may want to see it.

Committee involvement in the "roll out" of the QM Plan

The committee discussed many possible ways to roll out the QM Plan. No decisions were made.

- There could be at least two roll out presentations in the Waterbury and Rutland areas.
- There may be a need for presentations in the Burlington and Springfield areas also.
- The roll out may be an introduction, presentation, training and sharing for providers, consumers, and family members.
- The Grant narrative says that the QMC, providers, and consumers will be involved in doing this.
- There is a need to be careful when setting up and announcing the roll out events to be sure that it's clear what the purpose is so people don't show up to find out about services.
- The roll out is for people already in service, and for providers.
- We should have services resource lists available in case this happens.
- Carefully target an audience so roll out is focused.
- We risk diluting what we are doing if we try to reach too many audiences.
- For long term training needs we could put together a poster about the QM plan and go to community awareness days, disability awareness days, chamber of commerce meetings.
- Cindy volunteered to work on the fun part of the roll out meetings – cartoons, games, chocolate.
- Roll out forums open to everyone.
- During the morning part we would not look for feedback. It will be 'here it is and here's how it will work'.
 - Presented by more than one person.
 - Helpful to have reps from the different service areas present.
 - Mix it up - present a few pages then do a 10 minute facilitated discussion in smaller groups.
 - Be brief and concise.
 - Go through plan by sections - divided into 3 sections. This was effective in Forums
 - Morning presentation will be the framework for what will happen in the trainings.

Training needs for stakeholders in implementing the QM Plan

- We need to find ways to get information about the new Quality Management Plan to consumers and families.
- A concern was voiced about how we will get information about the new Quality Management Plan to consumers and families. Suggestions follow:
 - For the aging population go to senior centers and adult day centers.
 - Elderly, homebound, and family care givers are hard to get to. Nothing brings them together.
 - The most successful kind of meeting for this population is small meetings at town halls/libraries in the early evening.
 - Case management is their only regular/monthly contact.
 - Make a calendar and highlight an outcome each month. This could be used as a monthly check in with the consumer about what is going on with them around that outcome.
 - Send out postcards with each of the outcomes to be mailed out monthly to consumers and families.
- Providers need to figure out what they need to do to meet the requirements in the plan.
- A QMU reviewer is assigned to every provider and is available to answer questions and to clarify the plan.
- Reviewers and providers will meet to establish a relationship before reviews begin. This is already happening.
- There is a provider training need for reviewers to spend time with them to do training after the roll out and before a review takes place.
- Focus on specific areas giving agencies a preview of the process before reviews begin.
- There needs to be an overlap between roll out and training for providers.
- Do trainings in small groups with written references – i.e. record review, interviews. Lots of interaction and small groups.
- Use popular education exercises because most adults learn experientially
- Do regional trainings, in small groups, by outcomes i.e. what each outcome means to consumers, to reviewers and to agencies.
- More work is needed to familiarize consumers, families, and providers with the indicators and outcomes
- It was suggested that trainings be move to the Fall after the Plan is being implemented. By then providers will have had a chance to discover their issues and needs for training.

Areas to be addressed in the roll out presentations:

- Provider's perspective
- Reviewer's perspective
- Consumer/family perspective.
- Why each group has a stake in being sure services are of high quality.
- What each group's stake is in the new QM Plan and implementation.

Providers' role in the roll out

- Jerry will take the lead and recruit other providers to bullet some items they want to have training in and get this to Stephen.

- Stephen can provide training materials.
- Talking it through from the providers perspective i.e. what is expected in a review, how is it different from previous reviews, walk through the new review process.
- How does the provider implement what is expected?
- DDAS staff can be involved in presenting some items i.e. CMS and Waiver services, staff background checks, etc.

Consumers' role in the roll out

- Karen will coordinate consumers for that part of the presentation.
- People who receive services and family members will talk about values, outcomes and indicators and why they are important.
- During the presentation consumers will be available for questions from service providers.
- Consumers need to know that they can speak up and are in charge of and can question providers about their services.
- An outline of the consumer presentation should be ready by the April 26th committee meeting.
- Include values and how they inform the outcomes.

Stephen and Joe will talk more about the roll out process and how it will be done.

- Joe wants to be sure people get information they need.
- Is it better to do this as a block in the morning or a full day which would including training?
 - Ask providers which they will be more likely to attend.
 - A full day is hard for providers to commit to.
 - QMU will talk to providers before deciding this.

The Quality Management Committee will continue to meet on the third Thursday of the month.

The next committee meeting: Thursday, April 26 - 9:30 a.m. – 12:30 p.m. place TBA