



NORTH SOUND REGIONAL SUPPORT NETWORK

QUALITY MANAGEMENT OVERSIGHT COMMITTEE

COMMITTEE MEETING PACKET

AUGUST 15, 2001

QMOC GUIDING PRINCIPLES

The QMOC charge is to guide the quality assurance and quality improvement activities of mental health services within the NSRSN region. In assessing the necessary data and making appropriate recommendations, the QMOC members agree to the following:

- ◆ Help create an atmosphere that is SAFE.
- ◆ Maintain an atmosphere that is OPEN.
- ◆ Demonstrate RESPECT and speak with RESPECT toward each other at all times.
- ◆ Practice CANDOR and PATIENCE.
- ◆ Accept a minimum level of TRUST so we can build on that as we progress.
- ◆ Be SENSITIVE to each other's role and perspectives.
- ◆ Promote the TEAM approach toward quality assurance.
- ◆ Maintain an OPEN DECISION-MAKING PROCESS.
- ◆ Actively PARTICIPATE at meetings.
- ◆ Be ACCOUNTABLE for your words and actions.
- ◆ Keep all stakeholders INFORMED.

**North Sound Regional Support Network
Quality Management Oversight Committee
NSRSN Conference Room
August 15, 2001
12:30 – 2:30**

AGENDA

	Time	Page #
1. Open the meeting & comments from the Chair	5 minutes	
2. Approval of July 2001 Minutes Substitute Chair Benjamin <small>Action Item</small>	5 minutes	3
3. Reports		
A. QRT Quarterly Report <small>FYI & Discussion</small>	Ms. Holtcamp 15 minutes	5
B. Critical Incidents Review Committee <small>Action Item</small>	Mr. Page 20 minutes	9
C. Level of Care Manual Revision <small>Action Item</small>	Ms. Vaughan 30 minutes	10
D. VOA Quality Management Plan <small>FYI & Discussion</small>	Ms. Kipling 30 minutes	11
4. Other Business		
5. Meeting Evaluation Results	Substitute Chair Benjamin 5 minutes	
6. Adjourn		

**North Sound Regional Support Network
Quality Management Oversight Committee
NSRSN Conference Room
July 18, 2001
12:30 – 3:00**

MINUTES

Members Present:

Andy Byrne, Chair Rosemary Lea
Dan Bilson Terry McDonough
Melissa DeCino Francene Thompson
Sharri Dempsey Linda Vaughan
Marcia Gunning Michael White
Dolores Holtcamp

Members Not Present:

Chuck Albertson Claudia D'Allegri
JoAnn Angevine Dave Gossett
Pamala Benjamin Karen Kipling
Lorelei Coy Joan Lubbe

Guests:

Bob LeBeau
Marie Jubie

Staff Present:

Annette Calder Mike Page
Darrell Heiner Gary Williams
Greg Long

1. Open the Meeting

Chair Byrne opened the meeting at 12:30 p.m.

2. Approval of Minutes

The minutes of June 20, 2001, were reviewed and approved as written.

3. Reports

A. Jail Services Report Follow Up

Terry McDonough addressed the committee regarding the Jail Services Review Follow Up and made a power point presentation. The committee discussed the options presented. A copy of the presentation is Attachment A. It was moved to recommend the implementation of Option 2 with the understanding that those measurements that can be carried over will be. Motion seconded with 9 in favor. Motion carried. Terry was thanked for his presentation.

B. Ombuds 1st Quarter 2001 Report

Melissa DeCino presented the data for the 1st quarter 2001 and provided the committee with handouts (Attachment B). The committee was impressed with the information provided and thanked the Ombuds for their good work.

C. Inpatient Utilization

Bob LeBeau of Associated Provider Network addressed the committee regarding the Analysis of Community Hospital Inpatient Costs and provided a handout (Attachment C). Recidivism, Information Services, Financial Reconciliation Process, are areas targeted for further review. The committee thanked Bob for the report.

D. Level Of Care Manual Revisions

Linda Vaughan distributed the most recent draft of the Level of Care Manual, (Attachment D). The manual is currently in the process of being revised and will be on the August agenda for this committee to make comments and suggestions and then to the Board of Directors in September for approval. Linda was thanked for all of the work she has done on this project.

4. Other Business

An article regarding mentally ill people in the State prison system and lack of care was distributed (Attachment E).

The committee members completed the meeting evaluation form, results will be presented at the August meeting.

5. Adjourn

The meeting was adjourned at 3:00 p.m. The next meeting is scheduled for August 15, 2001.

Respectfully submitted,

Annette Calder

Please note: The attachments referenced herein were distributed at the meeting and are attached to the file copy as part of the official record. Please contact the NSRSN at (800) 684-3555 extension 230 with any questions, concerns or requests.

NSRSN COMMITTEE DISCUSSION FORM

QMOC – AUGUST 15, 2001

AGENDA ITEM: Quality Review Team – 2nd Quarter Report

PRESENTER: Dolores Holtcamp – QRT Lead

COMMITTEE ACTION: Action Item () FYI & Discussion (x) FYI only ()

SIGNIFICANT POINTS OR EXECUTIVE SUMMARY:

1. 2nd Quarter Report –
 - Activities for the months of April, May, & June
 - QRT accomplishments
 - Provider site surveys
 - Number of consumers surveyed
 - Meetings attended
 - Trainings attended
 - Outreach activities
 - QRT Recommendations
2. Graphs of level of satisfaction outcomes
 - Compass Residential sites
 - Compass Out Patient Provider sites
3. Reports of all sites visited 2nd quarter.
 - Individual site reports
 - Provider corrective action responses

CONCLUSIONS/RECOMMENDATIONS:

- The Quality Review Team – *recommends* to the QMOC – to take notice of the Unacceptable Areas reported by Consumers to QRT.
- The *corrective action responses* by Providers, need appropriate attention and consideration by the QMOC.

TIMELINES:

- How is the QMOC going to assure follow-up on the outcomes of QRT Reports. Providers must give a written response to the QRT with-in 60 days.

ATTACHMENTS:

- 2nd Quarter Report – Compass Reports – QMOC Recommendations

NSRSN
RRRR

R

SS

July 17, 2001

Jul 17, 2001

RSN

RSN

RSN

R

- RSN
- RSN

- RSN
- RSN
- RSN
- RSN
- RSN
- RSN
- RSN
- RSN
- RSN
- RSN
- RSN
- RSN

RSN

RSN

N

S

S

- RSN

N

S

R

- RSN
- RSN

- RSN

NSRSN COMMITTEE DISCUSSION FORM

AGENDA ITEM: Critical Incident Report, 1/1/01 – 6/30/01

PRESENTER: Mike Page, CIRC Coordinator, NSRSN

COMMITTEE ACTION: Action Item (x) FYI & Discussion (x) FYI only ()

SIGNIFICANT POINTS OR EXECUTIVE SUMMARY:

- Six month report, 2001, in view of year 2000
- Development of RSN Critical Incident Review Committee
- Presentation of collaboration, RSN/APN
- Discussion of the collection of Critical Incidents, VOA

CONCLUSIONS/RECOMMENDATIONS:

- QMOC will guide the RSN in the collection of VOA C.I.'s

TIMELINES: Ongoing

ATTACHMENTS:

- Critical Incident Report data, 1/1/00 onward
- Options, Critical Incidents, VOA and Emergency Services.

NSRSN COMMITTEE DISCUSSION FORM

AGENDA ITEM: Eligibility and Care Standards (former Level of Care Manual)

PRESENTER: Greg Long

COMMITTEE ACTION: Action Item (x) FYI & Discussion (x) FYI only ()

SIGNIFICANT POINTS OR EXECUTIVE SUMMARY:

The Eligibility and Care Standards (ECS) were summarized both verbally and in writing at the July QMOC Meeting. The ECS was then distributed for detailed review and discuss at this meeting.

- The new ECS incorporates the new WAC's, CFR's, and MHD requirements.
- Greater focus is placed on consumer strengths and hope for the future by incorporating concepts from the Recovery Model.
- The format is chart by including charts that makes clearer the basis of specific requirements.
- The development of the ECS has been over a yearlong team process, which included representatives from all NSRSN Departments, Consumer, and Advocates. Provider input was obtained at multiple meetings.

CONCLUSIONS/RECOMMENDATIONS:

The ECS is near completion. This is a time for final input to the NSRSN.

TIMELINES:

The ECS will be finalized in early September for presentation to the NSRSN Advisory Board, NSRSN Board and inclusion in contracts.

ATTACHMENTS:

None. Updates to be distributed at the meeting.

NSRSN COMMITTEE DISCUSSION FORM

AGENDA ITEM: VOA QUALITY MANAGEMENT PLAN UPDATE

PRESENTER: KAREN KIPLING

COMMITTEE ACTION: Action Item () FYI & Discussion (X) FYI only ()

SIGNIFICANT POINTS OR EXECUTIVE SUMMARY:

- VOA Quality Management Plan, Annual Review
- Quality Management Plan Components:
 - ✓ Access Performance Standards
 - ✓ Quality Performance Standards
 - ✓ Community Feedback Standards
 - ✓ Accreditation Process
- Summary of Annual Review
- Accomplishments
- Challenges

CONCLUSIONS/RECOMMENDATIONS:

- Conclusions Regarding Performance
- Updates in Plan for Subsequent Year

TIMELINES:

Ongoing

ATTACHMENTS:

Handouts will be available at the meeting.