

Quality Improvement Committee (QIC) Meeting Minutes

Tuesday, January 7, 2014

In Attendance:

Matt Rosen (Chair), Program Specialist, DDS/QMD

Cathy Anderson, Deputy Director, DDS/DDA

Joyce Maring, George Washington University

Erin Leveton, Legislative and Policy Analyst, DDS

Shirley Quarles-Owens, Supervisor Community Health Nurse, DDS

Dianne Jackson, Supervisory Quality Improvement Specialist, DDS/QMD

Brenda Sheingold, George Washington University

Nancy Vaughn, Parent

Lisa Brace, Georgetown University, Center on Child and Human Development

Lisa Alexander, George Washington University

Marisa Brown, Georgetown University, Center on Child and Human Development

Alyce Fergusson, Staff Assistant DDS/QMD

Handouts from the Meeting

- Agenda
- Minutes from November 5, 2013
- Case Study for Quality Improvement Committee Meeting (Lisa Brace – presenter)

Review of November 5, 2013 Minutes

- ❖ No corrections or edits were made to the November 5, 2013 minutes.

Issues in Hospital Discharging – presented by Lisa Brace, RN from Georgetown CCHD and DDA Health Initiative.

- ❖ Ms. Brace presented on several issues people served by DDS have experienced in getting discharged timely from the hospital through a series of case studies. The cases presented included a number of challenges faced by the service coordinators, families, advocates from the medical service community that make finding suitable placement for the individuals difficult. These challenges include:
 - Unable to place individuals in community with trach mist mask collar.
 - Facilities refusing individuals with psych history and restraints required while in hospital
 - Limited choices due to DC Medicaid insurance
 - Providers who are on the Do Not Refer List
 - Providers ability to refuse acceptance
 - Facilities not ready for immediate transfers
 - Providers are not reporting available beds to DDS

These issues have extended the hospital stay 30 days or more beyond the medical need. The hospital administration has grown displeased and impatient with having to hold the patience for the extended time. Ms. Brace and Marisa Brown stressed to the committee, extended hospital stays are the worst place for default placement.

Ms. Brace offered several recommendations to make the transition more successful, such as developing a transitional placement that would provide the level of care needed and a barrier-free environment that would allow them to receive rehab services in the home; ensuring that all people eligible for Medicare have applied for the insurance and encouraging providers to update their vacancy lists.

Cathy Anderson added several recommendations such as developing a discharge checklist that is filled-out upon the person's admission to the hospital; exploring if local money is needed to cover some services when system does not have a viable option; and exploring the possibility of the PT consultant from Liberty (or other staff resources) working directly with people coming out of the hospital to ensure that services are addressing the needs of the person. Ms. Anderson also expressed the need to ensure that providers are always following DDS Policy when they discharge any person to whom they provide services. Lastly, Ms. Anderson encouraged anyone with concerns or questions about these issues to contact her directly so that everyone can be assured that information is correct and DDA is being as proactive as possible.

The next step is for a subgroup to convene to talk more about the possibility of these recommendations and how they can be implemented.

PCR Indicator Pilot update – presented by Lisa Alexander and Dianne Jackson

- ❖ Lisa Alexander and Dianne Jackson provided an update to the committee of the PCR Indicator Pilot, which is a training to assist providers improve their PCR outcomes. There are 6 providers identified that Dianne Jackson will invite to participate in the program. Cathy Anderson offered to send a letter to the providers encouraging them to accept the invitation. The hope is that the three coaches will be trained on the Team Steps program on January 16. Two coaches have been identified. Dianne is in the process of recruiting one more. Providers will come for the program kick-off on January 23.

Announcements

- ❖ Nancy Vaughan shared the contact information for the Lifeline Partnership. This group organizes a number of activities for people with and without developmental disabilities. The organization operates out of First Trinity Lutheran Church near Judiciary Square.

Next Meeting: February 4, 2014