

## **Quality Improvement Committee (QIC) Meeting Minutes** **Tuesday, April 4, 2017**

### **In Attendance:**

Matt Rosen (Chair), Supervisory Quality Improvement Specialist, QMD/DDA  
Bryan Chase, Director, QMD/DDA  
Corey Neils, Program Specialist, QMD/DDA  
Barbara Stachowiak, PCR/Liberty/DDA  
Lisa Scott, RN, Health & Wellness/DDA  
Nanya Chiejine, Georgetown University  
Jimi Lethbridge, Quality Trust

### **Handouts from the Meeting**

- ❖ Agenda (Displayed)
- ❖ Minutes from February Meeting
- ❖ QIC FY16 Annual Report
- ❖ FY2016 QIC Annual Report
- ❖ Annual Service Coordinator Performance Audit - Executive Summary

### **Review of February 7, 2017, Minutes**

- ❖ No substantive changes to the minutes.

### **Acceptance of FY16 QIC Annual Report**

- ❖ The committee decided to accept the annual report with no substantive changes or objections.

### **Review of PCR Annual Service Coordinator Performance Audit**

- ❖ Barbara Stachowiak, Project Director PCR/Liberty/DDA, began the discussion of the Annual Service Coordinator Performance Audit by reviewing the structure and content of the report. Overall, the report details improvements in many areas of service coordination and documentation of these services. Some areas that showed marked improvement included committing LONs by the Pre-ISP submission (from 31% last year to 41% this year); goals and services documentation (74%-100% from last year's 13% - 64%); and use of the ISP Checklist (which improved to 80% from last year's 61%). Service Coordination continues to have a high rate of customer satisfaction at 98% which is consistent with previous reviews.

The committee also discussed the other findings of the report including areas of concern. Service coordinators uploading Silver Alerts, Most Integrated/Day/Employment and Individual Job Search and Community documents have shown a decline in performance from last year's audit. The handout also provided a chart of the seven PCR indicators not met by service coordination. At the next meeting, Winslow Woodland, Director of SPCD, will discuss the audit findings and plans to address areas of concern.

The committee briefly discussed the methodology and sample used in conducting the audit. Quality Trust emphasized the importance of Service Coordination, the role it plays in the community, and the need to develop more focused scrutiny on the performance of this vital service.

### **Announcements and Other Updates**

- ❖ Nanya Chiejine, GUCCHD, discussed updates from Georgetown University. Georgetown continues to provide training and assistance to pilot agencies and the creation of a streamlined framework for organization structure to address Trauma Informed Care. They are developing an assessment tool to assess the planning for the scope and depth of strategies to employ with individuals. Unfortunately, right now there are no tools specifically designed for adults with IDD. Georgetown will identify

existing tools (which are now primarily for children and vets) to develop a tool appropriate for adults with IDD. As discussed at the last QIC meeting, GUCCHD has developed a screening tool which helps providers in identifying possible TIC candidates. The initiative is planning to conduct roundtable discussions in the fall on TIC. Discussions are being held with the APA (American Psychology Association) on the possibility of providing CEU Credits for Psychologists, Social Workers, and Therapists who attend the training.

Nanya updated the committee on Georgetown's impact analysis of the history of police involvement with people with IDD; The analysis reviewed MCIS data and extent of Police Involvement with outcomes which may lead to re-defining emergency services and the role of EMS and Police interactions when attending to people with IDD in crisis.

**Next Meeting: Tuesday, May 2, 2017, at DDS. (The March meeting was canceled.)**