

Quality Review Team Report	January 2010 Meeting Date February 12, 2010
Heather Maxwell, QRT Coordinator	
<i>The Quality Review Team is responsible for fairly and independently reviewing the performance of the RSN and its contracted service providers to evaluate for systemic issues as outlined in WAC 388-865-0282 and provide to the TRSN Governing Board recommendations for improvements to the RSN system of care.</i>	

The Volunteer Team met once in January for their regular meeting. Highlights of the meeting included: a lengthy discussion related to the process of QRT making recommendations for system improvement, the history of the process (es), as well as how to improve the process. This discussion will be continued.

Time constraints did not allow for QRT members to finish their work on their recommendations for the Allied Provider Survey or the Speakout report, so members will finish this work independently.

QRT continued their discussion related to the budget cuts and how these cuts affect customer service.

QRT will be scheduling the remainder of the adult family home visits (Chehalis/Centralia area) for February as volunteer time allows.

Finally, the Team continued their calls to ProtoCall through the December/January holiday season and discovered no difficulties/issues.

The upcoming state meeting/training was discussed: a Quality Review Team basic training will occur and this meeting/training will be Stephanie Lane's last day as the Manager of the Office of Consumer Partnerships.

During the TRSN Governing Board meeting there was a discussion related to Quality Review Team member applications and reappointments and this will be on topic at the next QRT meeting. Furthermore: it was requested that the agencies receive provider specific information related to the allied provider survey and this writer emailed said information.

At the Quality Management Committee meeting there was a discussion related to QRT surveys with provider and the TRSN's Quality Manager input which will be presented to QRT at their next meeting, as not all QRT are able to work via email. A revised Client Satisfaction Survey will be made following the QRT members' input.

This writer worked with TRSN IS Manager regarding how surveys are sent out, tallied and how information is kept, so the IS manager can build a database for future survey work.

This writer continued to work on the July through December semi-annual report, attended the TRSN's Quality Management Committee meeting, as well as the TRSN's Advisory and Governing Board meetings and prepared for the February tri-annual state QRT/Ombuds meeting.

QRT Coordinator may be reached toll free at 1-877-736-3162 or at QRT@localaccess.com or by postal service at PO Box 1435 Centralia, WA 98531 Please feel free to contact with questions, concerns, or comments, or if you are interested in volunteering (from **Pacific, Lewis, or Wahkiakum** Counties, or **Shoalwater Bay Indian Nation**).