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| Quality Review Team Report | February 2010 Meeting Date April 9, 2010 |
| <i>Heather Maxwell, TRSN QRT Coordinator</i> | |
| <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 February for their regular meeting. Highlights of the meeting included:

QRT members finished their work on their recommendations for the Allied Provider Survey and the Speakout report. Also, there was a continued discussion related to the process of QRT making recommendations for system improvement.

The Adult Family Home report was shared with the TRSN's Quality Manager, as well as the Quality Review Team. This led to a discussion with the QRT members about the information gathered and the use of resources to gather the data.

QRT also had a discussion of the jails in our region, how to outreach to the jails, survey jail staff, as well as how to survey clients who are/have been incarcerated and what kinds of questions should be asked.

Highlights of the QRT/Ombuds state meeting/training were shared and discussed. This writer provided a Quality Review Team basic training for all QRT members present at the training, many of whom are brand new to their jobs. Also, Joe Woodward discussed how our counterparts in New York do their work and shared some of their successes, as well as explained his work in housing.

QRT members were updated in regards to the January and February TRSN Advisory and Governing Board meetings including the TRSN policies and procedures that involve QRT, as well as updates on the newsletter, 'Voices and Choices.'

Furthermore, QRT policies and procedures were discussed and will be revised a section at a time (if necessary) as per QRT's annual review.

Updates from the last TRSN Quality Management Committee meeting were also shared. The QMC discussions regarding the crisis section of the Client Satisfaction Survey and improving QRT surveys (with input from the provider agency directors and the TRSN's Quality Manager) were presented to QRT. QRT members had much to discuss as a result. The QRT's feedback will be shared with the TRSN's Quality Manager and at the next QMC meeting in April.

QRT members continued their work on revising the Client Satisfaction Survey for 2010. It has a few more revisions before the next mailing, but is nearly finished and includes input from the TRSN's provider agency directors and the TRSN's Quality Manager.

This writer continued work with the TRSN's IS Manager regarding how surveys are sent out, tallied and how information is kept, as the IS manager is building a database for future survey work.

This writer attended the TRSN's Advisory and Governing Board meetings.

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**).