

**TRSN Quality Management Committee**  
**Meeting Minutes – Tuesday, April 20, 2010**  
**1 – 3 pm - Cathlamet**

**FACILITATOR:** Jan Kaschmitter

**MEMBERS PRESENT:** Pat Renfro (Advisory Board), Lynn Bisson (WBH Clinical Director), Matt Patten (CMHC Clinical Director); Chris Holmes (WCMHS Manager), Jan Kaschmitter (Quality Manager), Heather Maxwell (TRSN QRT Coordinator), Bill Hardy (TRSN Administrator), Trinidad Medina (IS Administrator).

**Members Excused:** Kat Erskine (Pacific Client Advocate), Theresa Mahar (Ombuds).

AGENDA ITEM	DISCUSSION	DISCUSSION LEADERS	DECISIONS, ACTIONS, ASSIGNMENTS
<b>CALL TO ORDER</b>	Jan called the meeting to order at 1:03 p.m.	Jan	
<b>REVIEW OF MINUTES</b>	The January 26 <sup>th</sup> QMC minutes were reviewed with a correction from Bill: WIMERT should read WIMHRT.		
<b>Quality Reports QRT</b>	Heather reported that the April QRT Meeting will be held on April 21 <sup>st</sup> and that 2 prospective volunteers from Lewis County should be attending.  Discuss Client Satisfaction Survey questions and review recommendations for improving survey quality.	Heather	
<b>OMBUDS SERVICES</b>	N/A	Theresa	
<b>PROVIDER AGENCIES WAHAKIUM CMHS</b>	Chris highlighted the following items: <ul style="list-style-type: none"> <li>• Progress notes in Avatar were going well.</li> <li>• New servers have been installed and new IS resources are in place.</li> <li>• Orientation Group will be starting for clients to educate them on rights, complaints, what a specialist is, connecting with medical services, training about goal setting, etc.</li> <li>• Front end system is being revamped based on survey comments to improve flow for clients.</li> </ul>	Chris	
<b>WILLAPA BH</b>	Lynn highlighted the following items: <ul style="list-style-type: none"> <li>• WBH has lost 3 staff recently.</li> <li>• Therapists will be doing their own intakes rather than having a centralized intake worker. It is believed that this will help the client/clinician get to know each other and develop relationship. It is hoped that it will cut down on no return rates between intake and 1<sup>st</sup> session while improving continuity and engagement.</li> </ul>	Lynn	Trinidad will run reports before and after implementation of new process.

<b>CASCADE MHC</b>	<p>Matt highlighted the following items:</p> <ul style="list-style-type: none"> <li>• Cascade is looking at how to improve the intake process and to decrease no show rates of 30 – 35%. Part of this process will entail on call availability.</li> <li>• Progress note training is scheduled for the last week in April. They are in the process of preparing computers. Implementation is scheduled for May 1.</li> </ul>	Matt	
<b>CLIENT/FAMILY ADVOCATES</b>	N/A		
<b>CRISIS SERVICES – RSN/PROVIDER FOLLOW-UP</b>	Ask Heather if there needs to be additional follow-up and she states that the QRT is okay with the feedback they have received and thanks the providers for their efforts.	Jan	
<b>PROMOTING VALUE OF QRT SURVEYS</b>	Discuss recommendations and feedback (see attached)	Jan	
<b>QAPI UPDATE</b>	Trinidad presented data on QAPI 2 and 3 for review. The report for QAPI 2 reflected clients who were seen in 60 days versus clients who were not seen. It was agreed to go with this more positive focus. QAPI 3 is related to intake completion by population age. Review the data and discuss broadening the scope of this QAPI to capture population variables such as race/ethnicity, DDD status. Broadening the scope will require more accurate data collection on initial demographics. QAPI 1 is about goal completion. After review by agency IS staff the logistics of gathering this data may be an undue burden on agency staff. It was agreed to change this QAPI to reflect charts closed due to TX completion rates.	Trinidad/Jan	Ongoing monitoring
<b>UTILIZATION REVIEWS 2009</b>	2009 data distributed and discussed.	Jan	
<b>QI/QM Plan</b>	QI/QM Plan has been revised. Jan would like to add a QMC Meeting in May to complete the plan review.	Jan	QMC scheduled for May 18 <sup>th</sup> .
<b>MEDICAL DIRECTOR</b>	Contract requirements to have a medical director reviewed and discussed as well as the decision to contract with Dr. Glenn Lippman. Dr. Lippman's CV was provided for review. Introduce Dr. Lippman at May QMC meeting.	Bill	
<b>MHD DATA</b>	Review MHD Performance Indicator Data	Trinidad	
<b>ADJOURNMENT</b>	Jan adjourned the meeting at 3 pm. The next meeting is scheduled for Tuesday May 18 <sup>th</sup> , 1 – 3 pm.		

Submitter by: Jan Kaschmitter, Quality Manager