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| <b>Quality Review Team Report</b>                                                                                                                                                                                                                                                                                        | <b>April 2010<br/>Meeting Date June 12, 2010</b> |
| <b>Heather Maxwell, QRT Coordinator</b>                                                                                                                                                                                                                                                                                  |                                                  |
| <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 had two meetings in April, as one was a reschedule from the missed March meeting. One highlight of the meetings included having a prospective volunteer from Lewis County attend. Her application has been received.

There was also further discussion around revising the volunteer recruitment flyer and revising the policies and procedures (housekeeping detail: acronyms have changed, clinical director to quality manager, etc).

Work was done with the Director of Cascade Mental Health Care, as QRT Coordinator requested assistance in finding new volunteers to represent Lewis County. QRT Coordinator provided the agency with the volunteer recruitment information for their use.

Furthermore regarding volunteer recruitment, QRT Coordinator attended the NAMI meeting in Lewis County and left QRT outreach materials and volunteer recruitment information with the folks present (families, clients and allied providers).

Volunteer recruitment and outreach to North Pacific County have been planned for next month.

With the advent of new membership, training for new members was again on topic. QRT Coordinator received feedback from the WIMHRT training in February and shared it with the Team.

The Client Satisfaction Questionnaire is in its final revision with feedback from QRT members, the TRSN's Quality Management Committee, provider agency directors, and the TRSN Ombuds. QRT also received input from Spokane and Grays Harbor Quality Review Teams.

In preparation for the Allied Provider Survey, QRT Coordinator has requested addresses, both mailing and emailing from each of the TRSN's Provider agencies. Following the Client Satisfaction Survey, QRT will be working on revising the Allied Provider Survey, as well as working on the cover letter.

The upcoming Behavioral Health Care Conference was discussed and both QRT members are interested in attending and looking forward to the event. Transportation was also discussed regarding how to save expenses by carpooling and related to the travel policies.

This writer met with the TRSN's Quality Manager and the TRSN's Administrator, attended the TRSN Advisory and Governing Board meetings, attended the TRSN Quality Management meeting and met with the TRSN's Advisory board chair.

**QRT Coordinator may be reached toll free at 1-877-736-3162 or at [QRT@localaccess.com](mailto: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**).