

Quality Review Team Report	May 2010 Meeting Date June 11, 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 May. One highlight of the meeting included having the prospective volunteer from Lewis County attend her second meeting. This writer also twice met with prospective volunteer independently, who is planning to attend the Board meetings in June to meet the TRSN staff, board members and other stakeholders.

The upcoming Behavioral Health Care Conference and transportation was discussed, particularly regarding how to save expenses by carpooling and related to the travel policies. The QRT members are looking forward to attending this event.

Work was also done on the QRT outreach flyer and a possible volunteer from Pacific County was also discussed.

The Client Satisfaction Questionnaire has been finalized after much review and revision. The mailing will occur in June and will go out to a random sample in the three county area.

The TRSN's Quality Management plan and matrix were discussed, particularly the QRT section.

The QRT policies and procedures were again on topic and this writer also provided initial notes to the TRSN's Quality Manager.

Regarding volunteer recruitment, this writer met with the Executive and Clinical Directors of WBH and left QRT outreach materials and volunteer recruitment information with them and for the lobby. Materials were sent electronically as well.

QRT members will be attending the provider agency staff meetings, scheduled for this summer quarter. Volunteer recruitment, QRT surveys and building QRT awareness are on the agenda.

The QRT participated in the EQRO focus group survey for QRT and Ombuds, including volunteer members, staff and contractors. The QRT/Ombuds state meeting is June 8, 2010.

This writer met twice with the TRSN's Quality Manager, attended the TRSN Quality Management meeting and touched base with the TRSN's Advisory board chair via phone.

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**).