

<b>Quality Review Team Report</b>	<b>June 2010</b> <b>Meeting Date August 13, 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 met once in June. One highlight was welcoming new member, LaRonna Lorber! She is from Lewis County and is active in NAMI Lewis. She attended the TRSN Advisory and Governing Board meetings and had the opportunity to meet the TRSN staff, board members and other stakeholders. In an upcoming issue of the *Voices and Choices* newsletter, bios for each of the QRT members will be highlighted.

Regarding volunteer recruitment: it continued to be a discussion at the QRT meeting and there are a few folks seemingly interested in applying. QRT members will be distributing volunteer applications to the interested parties in each of their counties, as well as making sure there are applications available at the provider agencies. Furthermore, 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 for the presentations. The presentation at Willapa Behavioral Health occurred this month and it went very well.

The Client Satisfaction Questionnaire was finalized and a random sample was mailed to clients and families who received services in 2009 at the provider agencies in the TRSN. The survey also includes a section on crisis services.

The Behavioral Health Care Conference was in Yakima and all three QRT members attended. Each of them will be writing a short review of their experiences for an upcoming issue of *Voices and Choices* newsletter, as well.

The QRT/Ombuds state meeting was June 8, 2010. The agenda included updates from David Reed (DSHS) on the changes to the mental health system, a presentation on the web community, Seeds of Change by Capitol Clubhouse's Stephanie Lane and Sue Allen, as well as a bit about revising the QRT/Ombuds training manual and future QRT trainings for new folks.

The QRT participated in the External Quality Review Organization, Acumentra focus group survey for QRT and Ombuds, which included surveying and interviewing volunteer members, staff and contractors.

The EQRO, Acumentra was at TRSN this month as well and this writer participated in their descriptive study.

This writer met with the TRSN's Quality Manager, attended the TRSN's Advisory and Governing Board meetings, 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**).