

Quality Review Team Report	July 2010 Meeting Date August 13, 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 July. One highlight: Volunteers had a discussion related to their experiences at the Behavioral Health Care Conference and expressed appreciation to the TRSN for sponsoring them. Look for their stories in an upcoming addition of the Voices and Choices Newsletter. Also, they brought back DVDs and literature from some of their workshops, which will be added to the QRT lending library. Other business: Volunteers will also be testing ProtoCall again. This time they will be looking at language and cultural competency.

Volunteer recruitment continues to be a priority. QRT and this writer have been presenting at the provider agency staff meetings to promote volunteer recruitment, QRT surveys and building QRT awareness. The presentation at Cascade Mental Health Care occurred this month and it went very well. Feedback to the QRT member who represents Lewis County was positive. QRT and this writer will be presenting at Wahkiakum County Mental Health Services next month, which will complete the presentations at staff meetings.

A QRT Volunteer perspective from Pacific County has been invited to the next QRT meeting and was given an application for membership.

The Client Satisfaction Questionnaire has been a priority as well. This writer entered the data received from 63 surveys and the TRSN IS Manager provided her and the QMC with a report. Surveys are still being accepted, so if you received one, please fill it out and send it in the envelope provided.

At the Quality Management Committee meeting, the QRT Speakout recommendations and the Client Satisfaction Questionnaire were discussed.

This writer made the QRT biennial quarterly report-January through June available to the TRSN's Quality Manager.

Finally, this writer met with the TRSN's Quality Manager, attended the TRSN's Quality Management Committee meeting and met by phone with the TRSN's Advisory board chair.

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**).