



**Quality Management Committee Meeting  
August 18, 2008, Noon to 2pm**

**Attendance**

**Present:** Tamara Johnson (Options), Marilane Jorgensen (Options), Joe Adair (Curry County), Skip Alexander (Chair Person), Mark Fisher (Advocate)

**Present via electronic communication:** Harold Bailey (Coos County)

**Via Phone:** Reed Finlayson (Douglas County)

**JBH Staff Present:** Raetta Daws (Quality Management Coordinator), Heather Hartman (Member Services Specialist), Marla Gee (Special Needs Coordinator), Kathy Bouschor (Support Specialist)

**Absent:** Al Ames, Scott Munson

<b>Topic</b>	<b>Discussion/Action</b>	<b>Purpose of Presentation</b>	<b>Outcome or Follow-up Needs</b>	<b>Responsible Person Task Time Frame</b>
Call to Order Review and approval of minutes	<p>Meeting was called to order by Skip Alexander. He made mention of Dave White's death and that Dave was a very important member of this group for several years. Those of us who knew and worked with him valued his knowledge and felt privileged to have worked with him. He will be missed.</p> <p>June 16<sup>th</sup> meeting was cancelled. Motion made to approve the minutes from April 21<sup>st</sup> meeting. Those in attendance didn't get a chance to review the minutes. They will be approved at the 10/20/08 meeting.</p>	Order of Meeting	Approval of Minutes for 4/21- Need to approve at Oct 20 <sup>th</sup> meeting	<b>QMC Attendees</b>
6-Month Summary of the Complaint & Grievance Log	Heather distributed Oct. 2007-April 2008 summary of results of complaint and grievance logs for all counties, residential day treatment and children's providers. She summarized the trends.	Informational		
Compliance & Grievance Policy	Raetta distributed a draft policy on complaints and grievances and also a formal complaint time line. The group approved the policy and agreed to recommend it to the JBH Board of Directors.	QMC Review & Approval	Motion was made and seconded to approve the Complaint & Grievance Policy with the	Raetta

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			<p>understanding that it can be amended if needed.</p> <p>Policy will be recommended to the JBH Board of Directors for approval.</p>	<p>Raetta Sept. Board of Directors meeting</p>
<p>Adult Mental Health Services Survey Report</p>	<p>Heather handed out survey results for the April-June surveys. Total surveys received to date is 546. Last year we received 179. The reason for higher numbers this year is because the QA Coordinators decided to hand out the survey in 4 parts. The 546 number reflects the completion of 3 of the 4 surveys. Heather pointed out the top five most helpful services and the top five least helpful services listed by the consumers.</p>			
<p>Mind-Body Connection Update &amp; Policy</p>	<p>Raetta discussed the Replacement Procedure article from the State. The article describes how Oregon is moving ahead to hire a person to fast track the integration of physical and mental health. The MBC's PIP is focused on "collaboration." Some MHO's are focused on "integration." In Multnomah County, a nurse was placed at a mental health site and a counselor placed in a medical site. The article also reported a goal to develop a screening tool that will be used in multiple sites by mental health, drug and alcohol, and physical care doctors. The tool would allow clients to get a thorough screening no matter where they go for treatment.</p> <p>The MBC involves work with 7 or 8 FCHP plans. The MBC approved the "Notice of Referral/Release of Information" form and the "Collaborative Exchange of Information with Referring Primary Care Providers" policy last Friday. Raetta asked the QMC group to also approve the final version of the</p>	<p>Informational</p> <p>Approval of Policy by QMC</p>		

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	Referral Form and policy. A motion was made and seconded to approve the form and the instructions.			
Release of Information Tracking Sheets in Consumers Records	Raetta wanted more feedback on how people are using release of information tracking sheets.	Information Gathering		
Draft QA/PI Plan Policy	Motion was made to approve the QA/PI Plan and pass it along to the Board of Directors. Motion carried.	Policy Approval by QMC	Policy needs to be presented to the JBH Board of Directors for final approval.	Raetta Sept. Board of Directors Meeting
<p>Updates:</p> <ul style="list-style-type: none"> <li>• Consumer, Consumer Advocate or Family Advocate</li> <li>• Counties</li> </ul>	<p>Union – Mark Fisher reported that the Union has a new building &amp; funding. A fundraising event is scheduled for August 30<sup>th</sup>. JBH provided the Union a grant kitchen remodeling. The Union’s Grand opening was celebrated by the community last week. New employees have been hired. Mark said he believes there are enough funds to pay rent for the next 12 months. Attendance is up. An article about the Union that Mark wrote is scheduled to be published in the Daily Courier on August 27<sup>th</sup>.</p> <p>Coos – Harold mentioned the adjustment of several new physicians in the area;</p> <p>Curry – Joe responded to questions about low funding said they have been able to operate with minimal funds. He said they could continue service provisions after this year and referred to several choices they may need to consider. Joe reported that Curry Co. contracted with a psychiatric a nurse practitioner who works 2 days a week.</p> <p>Options – Dr. Hal Sexton may be retiring. The Merit program has closed due to the ending of the related grant. Options is working more closely with the jail now and have made</p>	Informational		

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<ul style="list-style-type: none"> <li>• JBH</li> </ul>	<p>improvements on communication. A case manager sees people that are in jail to get them hooked into mental health and other services sooner. The Option's Crisis resolution center and crisis counseling was discussed. There is currently a moratorium on admissions to the state hospital. Options reported their acute care beds are full at this time so there is a huge lack of resources at the present time. Options just had their fidelity review on integrated dual diagnosis (IDDT Review) and received outstanding marks. They were complimented on their integration with providers in the community.</p> <p>Heather handed out a volunteer training manual. She reported that JBH is planning the first ever Consumer Day. The Consumer Day is an opportunity for consumer drop-in centers and clubhouses to gather for training on October 24<sup>th</sup>. The Union will host the event from 10AM-3PM. The location is limited to 30 attendees. JBH plans to assist with transportation and lodging for a limited number of long distance consumers and lunch will be provided for all. Pat Davis, an Oregon leader on State Peer Delivered Services, will be a presenter. Other presentations will be made on wellness, grant writing, and sustainability. Time is also scheduled for networking and talking about what is going on in each county.</p> <p>Raetta &amp; Heather are participating in a Multicultural Fair in Jackson County on September 20<sup>th</sup>. They expressed willingness to distribute county brochures. Spanish language brochures are especially welcomed.</p> <p>Marla and Raetta attended an ENCC (Exceptional Needs Care Coordinator) review meeting. Marla</p>			

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	<p>talked about doing a Pilot Project with a test person that has a dual diagnosis so she can track the effectiveness of the communication between cooperating providers.</p> <p>AMH (Tracy Robichaud) is scheduled to lead a AMH site review at JBH on October 21 &amp; 22<sup>nd</sup>. An EQR Review with Accumentra is scheduled for November 10-12.</p> <p>Raetta mentioned staff changes at JBH. Most folks were aware of Dave White's untimely death. Anthony Kahaly will also be leaving JBH in Sept. Anthony has done a wonderful job at JBH over the last 3 years. He accepted a position as the Director of Consumer Affairs for the Department of Mental Health in Washington, DC. Anthony asked that the committee be told that he appreciated his time spent with each member of the group.</p> <p>Raetta distributed Alcohol &amp; Drug Recovery brochures to Coordinators in honor of Alcohol &amp; Drug Recovery Month to take back to their respective offices and hand out to consumers or to place in appropriate locations.</p>			
Meeting adjourned at 2:00PM				

**Next Quality Management Committee meeting: October 20, 12:00-2:00PM**

**Next PreMeeting Gathering for Consumers and Advocates: October 20, 11-Noon**

**Next Quality Assessment Coordinators Work Group: September 15, 12:00-2:00PM**