

Quality Improvement Committee (QIC) Meeting	3/25/2016
	11:00am-12:00pm
	Shasta Room, Health Dept.

Meeting called by: Lucero Robles, QI Manager

Facilitator: Lucero Robles , Quality Improvement Team

Attendees: Please refer to sign-in sheet for QI Committee Meeting

Minutes

Agenda item:	Policy 490- Collaborative Case Conference (CCC) update	Presenter:	Lucero Robles
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Discussion:

- Discussion on the pros and cons of previous examples of the collaborative case conferences. Benefits of CCC are to increase collaborations, identify system barriers, problem resolution, and obtain consultation.
- Committee requested further clarification on what factors determine when QI should/should not be involved in a CCC. Group would like specific information added to line-69 of the policy.
- Group members feel it is important to always have QI present in all CCC to serve as a facilitator/consultant/neutral entity.
- QI should always remain a consultant regarding the legal, ethical, risk management aspects of a CCC
- Discussion was started on when/if a Client should be incorporated as part of the CCC.

Conclusion Policy not approved; QI will send out policy to committee members with the changes.

Agenda item:	Information on Performance Improvement Project- Text Messaging	Presenter:	Lucero Robles
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Discussion:

- Brief data summary shared with group; In 2015, 24% of 21, 575 medical support appointments (med appts) no showed.
- Group provided feedback on CareMessage Survey: suggested re-wording “Question 6: Financial impact do to text message reminders”. Some clients might not have unlimited texting, text plan, fees associated with this proposed services, etc.
- General discussion on the importance confidentiality issues pertaining to text messages, staff utilizing text messages with clients, etc.
- Text messaging project should be shared with the Recovery Task Force Committee for additional feedback and input.

Conclusion Committee will remain updated on text message performance improvement project

Agenda item:	Scheduling Calendar Discussion	Presenter:	Lucero Robles
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Discussion:

- Discussion on Avatar’s scheduling calendar. Further training requested on how to use “no-show” on scheduling calendar.
- SWIII have a different use for scheduling calendar given majority of their time is spent out in the field. Discussion on how to support staff that do not utilized a work station on a routine basis.

Conclusion	QI will develop scheduling calendar trainings in the future.	
✓ items tabled	Policy-490 will brought back to the committee.	
<i>Other Items</i>		
Next Meeting:	<i>April 28, 2016</i>	