



REGIONAL PERFORMANCE IMPROVEMENT COMMITTEE

Minutes - OCTOBER 14, 2005

Present: D. Sabourin, L. Hall, S. Reitmeier, P. Moise, R. Wilson, S. Glancy, S. Kapica, G. Karmes, L. Newberg, G. Petrik, E. Kurtz, N. James-Emerick, K. Gauthier, J. Capobianco, P. Cowan, M. Phillips, D. Virgo

Absent: S. Sheldon. L. Brown

Agenda Item	Discussion Points	Action / Outcome	Responsibility
1. Welcome & Introduction	<ul style="list-style-type: none"> Members introduced themselves, including new member Stan Glancy, Lenawee County. 		◆ ALL
2. Check-In	<ul style="list-style-type: none"> Members checked in. 		◆ ALL
3 Purpose	<ul style="list-style-type: none"> Reiteration of purpose: to develop the PI mechanism that ensures that the services provided across the affiliation is done in a consistent, reliable, standardized manner, at a reasonable cost, with success demonstrated by consumers' outcomes. 	◆ Agreement regarding the purpose.	◆ ALL
4. Ground Rules	<ul style="list-style-type: none"> Start on time, end on time, without shaming Balance of task and process Assume positive intent Allow everyone to speak "Love it for a minute" Diversity of thought Patience for old & new, including w/ all learning styles 	◆ Agreement to follow ground rules.	◆ ALL

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<p>5. Local PI Committee Plans – Leslie, Gratia, Nicole</p>	<ul style="list-style-type: none"> ➤ How was change in Steering Committee function and how was that communicated at the local level? <ul style="list-style-type: none"> ◆ Leslie: changes framed as hopeful, solution-focused, an on-going effort to integrate PI into the organization; ◆ Nicole: reported WCHO PI Committee would maintain their local role and function until regional group up and running, then it would disband; ◆ Gratia: Eric involved in discussion, explored what Lenawee PI Committee keeps locally, most members involved in PI on a daily basis; ◆ Eric: once more details are worked out, people’s anxiety will go down; ◆ Jeff: there was a long discussion, and some mixed reaction, but overall the response was okay; ◆ Dave: is the Monroe PI Liaison, and is somewhat new to the role; ◆ Kelly and Denice: both spoke to staff in their departments and it went okay, with concern from some if it meant an increase in assignments/work. ➤ Group discussed that how the changes are talked about at the affiliate level committees is important, and that we work together from the same page and we encourage dialog to gain the wealth of the information out there. 	<ul style="list-style-type: none"> ◆ Continue to talk of the PI redesign at the local level and encourage dialog. 	<ul style="list-style-type: none"> ◆ Leslie, Gratia, Nicole, ALL ◆ ALL
<p>6. PI Redesign</p>	<ul style="list-style-type: none"> ➤ The first year effort involved ensuring that the PI Redesign Committee was: <ul style="list-style-type: none"> ● effective ● efficient ● decreased duplication ● was consumer-focused ● hear consumers’ concerns at a regional level and address them systemically 	<p>.</p>	<ul style="list-style-type: none"> ● Shauna, ALL

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6. PI Redesign, cont.	<ul style="list-style-type: none"> ➤ This next phase we are currently in is one where we should know and communicate the vision in our conversations—<i>the means for leading the system so that similar people will receive similar uniform and consistent services at a reasonable cost, within an excellent system of care.</i> <ul style="list-style-type: none"> ◆ It was agreed that this was not working toward total conformity, but also not major differences, a value of being very consistent with similarities while still being individualized. ◆ Fear of change might also be an issue, along with the fact we should acknowledge the loss of what has been accomplished at the local level. ◆ There is a need revisit the mission and vision and to replicate the strengths to achieve the vision. ◆ Currently there isn't enough of an emphasis of collective learning. ◆ Need for clarification of what is PI and what is compliance. ◆ Next step includes looking at the To Do List and Parking Lot. ◆ Gratia indicated that it would be good to look at the local PI Committees: the value of d/continuing them, would there be a mechanism locally to ensure PI information gets here, would there be instead ad hoc groups etc. ◆ The goal is that this Regional PI Committee will grow and develop so that the work gets done here and not have to be done separately at four sites which is very inefficient and doesn't allow for easy exchange of regional information. 		<ul style="list-style-type: none"> ◆ Shauna, ALL
7. Dash Board Indicators	<ul style="list-style-type: none"> ◆ Per Jeff's explanation of dash board indicators essentially indicates or tells you how you're "driving the car," i.e. indicates the status of all critical elements. ◆ Dashboard Categories were changed to match the Baldrige Categories which included two changes: Innovation – consumer/customer focused, and HR changed to staff-focused. ◆ Still need to factor in EQR standards 		

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8. Next Steps & To Do List Review	<ol style="list-style-type: none"> 1. <ul style="list-style-type: none"> ◆ Review at both local then regional levels ◆ Bring back to PI Nov. 16th ◆ Small group review, look at Encompass issues ◆ Email results by Dec. PI mtg. ◆ Discuss and comment ◆ PI approval by Dec. mtg. ◆ Complete worksheets 2. <ul style="list-style-type: none"> ◆ Create reporting process ◆ At Dec mtg. Eric to include what is reported 3. <ul style="list-style-type: none"> ◆ Use charge format and the section of alignment to strategic plan as a mechanism to demonstrate the work the committee is doing is in alignment with the direction of the affiliation. Bring this back to the December meeting 4. <ul style="list-style-type: none"> ◆ How to address issues/questions for transition not completed by Nov. 16th mtg. 5. <ul style="list-style-type: none"> ◆ System will be operational with the understanding that not all elements able to be reported by April 1st 6. <ul style="list-style-type: none"> ◆ Continue next steps—Eric, Leslie, Shauna-Nov. mtgs. 7. <ul style="list-style-type: none"> ◆ On-going ??? up monthly 8. <ul style="list-style-type: none"> ◆ One for PI, and one for Committee's November mtg., Larry one week before 9. <ul style="list-style-type: none"> ◆ Same as above 10. <ul style="list-style-type: none"> ◆ Shauna 	<p>Each committee and local management teams to review list of current indicators to determine which ones to keep. Of those to keep which ones are management and which ones are to be reviewed regionally through PI.</p> <p>Bring back to November meeting.</p>	<ul style="list-style-type: none"> ◆ Shauna, ALL ◆ Eric ◆ Eric, Leslie, Shauna ◆ Larry ◆ Shauna

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9. Quality & Performance Ex. Chart	<ul style="list-style-type: none"> ◆ Eric rolled out the Quality & Performance Ex. Chart ◆ Discussed the running list of current, local ad-hoc groups he has maintained ◆ Is looking at who is in the ad-hoc groups, what is the group's purpose, who is the group reportable to, etc. ◆ The list to put on the org chart and will need to be updated as ad-hoc groups come and go 	<ul style="list-style-type: none"> ◆ Chairs of ad-hoc groups update Eric as changes occur 	<ul style="list-style-type: none"> ◆ Eric ◆ Eric, Shauna
10. Parking Lot	<ul style="list-style-type: none"> • PI Indicators are DCH-based, substance abuse also needs to be addressed • Ensure that the PI Plan created covers all necessary standards/detail for EQR, JCAHO, MDCH • Ensure that an annual FEMA Study is part of the PI Plan • Under each committee description, review and make sure it fits, tweak as indicated, then send to Shauna for review at the November mtg. Plan should also include its on-going effort to integrate and define what remains local until it does go to regional. 	<ul style="list-style-type: none"> ◆ Email Shauna committee document 	<ul style="list-style-type: none"> ◆ Chairs
11. PI Training L. Hall J. Capobianco, N. James-Emerick	<ul style="list-style-type: none"> ➤ Facilitated training: <ul style="list-style-type: none"> ◆ PI Training • “Data Matters” 	<ul style="list-style-type: none"> ◆ Provided training to the committee. 	<ul style="list-style-type: none"> ◆ Leslie ◆ Jeff, Nicole
12. Next Meeting	<ul style="list-style-type: none"> • The next meeting is Wednesday, November 16th, 9-12N. • The group agreed that the regularly scheduled Regional PI Committee meetings will be the first Thursday/mo, 1:3—4:30, at the LLRC, beginning 12/01/05. 	<ul style="list-style-type: none"> ◆ Committee members agreed on meeting day and time. 	<ul style="list-style-type: none"> ◆ ALL