



**Performance Improvement (PI) Committee**  
**5/4/06; 1pm- LLRC**

**Present:** S. Reitmeier, P. Cowan, D Chisholm, G. Karmes, E. Kurtz, L. Newberg, M. Phillips, J. Capobianco, D. King, G. Petrik, D. Virgo, C. Witherow, S. Kapica, P. Moise, K. Gauthier, V. Taylor, S. Brown, B. Fowkes, J. Kearney

**Absent:** D. Sabourin, B. Leadford, B. Wilson, S. Glancy, L. Hall, J. Newberry, James-Emerick, and L. Brown

AGENDA ITEM	DISCUSSION POINTS	ACTION/OUTCOME	RESPONSIBILITY
1. Review of Minutes and Agenda	<p><b>Agenda</b></p> <ul style="list-style-type: none"> <li>• PD training Checklist</li> <li>• RCAC follow up of Consumer Involvement</li> </ul> <p><b>Minutes</b> No changes</p>	<p>Agenda approved with changes</p> <p>Minutes approved-no change</p>	
2. CSTS Update	<ul style="list-style-type: none"> <li>• The PI report that was disbursed was reviewed. CSTS has created a new local policy: Consumer Participation in Committees' policy. Highlights of the policy include increase in stipend and addition of mileage reimbursement. The policy applies to local Washtenaw consumers participating in committee meetings. The desire is that it would apply to Washtenaw consumers participating in regional committees as well.</li> <li>• Peer review and licensing will be changed to capture accreditation standard. It will be reviewed at PI. There was discussion about sharing the information across committees and viewing peer review and licensing as quality assurance model. It was also suggested to use a project module this.</li> </ul>	<p>The Consumer Participation policy will be reviewed by the joint Washtenaw/WCHO management team to determine if it applies to regional meetings.</p> <p>The peer review process issue will be addressed using the project management process. C.J. Witherow will be the project leader and work with G. Petrik, L. Newberg and M. Phillips. The desired outcome is a quantitative regional process of staff peer review that will be demonstrated by quality assurance measures. Completion of process is due October 1.</p> <p>Gradient of agreement: Wsh.-4.5, Liv.-5, Len.-4, Monroe-4.5</p>	

<p>3. Livingston Update</p>	<ul style="list-style-type: none"> <li>• The Livingston PI report was reviewed. They received an award for their wrap around services.</li> <li>• The annual town hall meeting was discussed. Participation included board members, legislators, consumers, staff and community leaders.</li> <li>• Sentinel events were reviewed. It was suggested to use the Ann Barrin's form. Shauna and Suzanne are working on the regional sentinel events policy.</li> <li>• During the update, L. Hall presented a form that L. Newberg developed to track the plans/recommendations of sentinel event root cause analysis. It was suggested to present this form to Ann Barrins when here for her training week for feedback.</li> <li>• It was asked if providers could attend the Ann Barrins training. It was suggested to have a couple providers attend and perhaps have the train the trainer at later dates.</li> <li>• There is interest expressed in developing a regional ethics policy.</li> </ul>	<p>It was determined to adopt the root cause analysis format and the tracking format that is recommended by Ann Barrins to use across the affiliation.</p> <p>Suzanne Kapica will discuss with Ann Barrins training for providers and the Provider PI reps will be invited to the JCAHO consultation training on sentinel event root cause analysis.</p> <p>Larry Newbery is currently reviewing all four counties ethics policy.</p>	
<p>4. Monroe Update</p>	<ul style="list-style-type: none"> <li>• The Monroe PI report was reviewed. Local committee Indicators are still being chosen. They are using IPOM quality indicators to review work plans and identify areas to increase quality.</li> <li>• Breakthroughs include significant changes in HR. They are working on an agency manual, a resource book for staff.</li> <li>• Clarification is needed around social work licensing, and current staff performing their duties.</li> </ul>	<p>Professional Development committee is reviewing the social work licensing and credentials issue.</p>	
<p>5. MDCH PI Indicator Reporting Forms</p>	<ul style="list-style-type: none"> <li>• Indicator forms completed by Monroe, Washtenaw and Lenawee on 1<sup>st</sup> quarter data below the threshold were reviewed. There was not a process defined for completing the DCH indicator form.</li> <li>• There was a discussion of how the members of the MDCH indicator group that may be different the PI liaisons</li> </ul>	<p>The DCH indicator form needs to be completed once each quarter for data for data that is below the threshold and brought to PI for review.</p>	

	<p>interface with the completion of the Data Report form and the PI committee.</p> <ul style="list-style-type: none"> <li>It was communicated to the MDCH indicator group members that in the compiling of the MDCH PI data any data below the threshold should complete the data report form. That form then needs to be routed to the PI Liaison so the information can be presented to the PI committee. that the members of the</li> </ul> <p><u>Monroe</u></p> <ul style="list-style-type: none"> <li>Explanation/root cause, hospital liaison will follow up every Monday morning with local hospitals to determine if discharges have occurred.</li> </ul> <p><u>Washtenaw</u></p> <ul style="list-style-type: none"> <li>Explanation/root cause, staff training to focus on quality work.</li> </ul> <p><u>Lenawee</u></p> <ul style="list-style-type: none"> <li>Explanation/root cause, scheduling by direct care staff. It appears to be a systems issue.</li> </ul>		
6. PI Policy	<ul style="list-style-type: none"> <li>The draft PI policy was reviewed. Feedback was given. The WCHO management team is reviewing the draft policy. The policy will go to AEC for review and is scheduled to go to Regional Subcommittee Board in June 2006.</li> </ul>	Shauna will revise the draft PI Policy and send to PI committee via email for review.	S. Reitmeier
7. Professional Development Training Checklist	<ul style="list-style-type: none"> <li>Mary reported on a checklist created by PD. It will be used for all training sessions across the affiliate. Trainings will be presented to PD for approval along with the checklist. Items listed on the checklist include mandatory or non mandatory training, learning objectives, testing, etc. Standardization will be addressed. The form will be available on the regional website under professional development. Possible encompass opportunities later.</li> <li>It was asked if provider staff training could be tracked in encompass. A module for providers to track their staff training in encompass is being addressed through NMC.</li> </ul>	It was determined that any regional training that is being implemented have a checklist completed and presented to the regional professional development committee for approval.	
8. RCAC follow up of Consumer Involvement	<ul style="list-style-type: none"> <li>Phil reported on consumer suggestions as committee members. RCAC representatives have expressed issues (stated below) that may benefit committees and consumers.</li> <li>Consumer representation on committee from existence</li> <li>Two Consumers per local committee</li> <li>One Consumer per county on regional committees</li> </ul>	It was decided Member Services will add the consumer suggestion for committees to their work plan.	G. Karmes

	<ul style="list-style-type: none"> <li>• Consumer orientation;</li> <li>• Review committee work plan and Charge</li> <li>• Consumer involvement (especially with non-vocal consumer)</li> <li>• Report to Director</li> <li>• Courteous and non offensive language</li> <li>• Expectation/role of Consumer clearly stated</li>   <li>• It was suggested to form a pool of consumers willing and able to serve on committees and to concentrate more effort on consumer input. When we fail to listen to our consumers we all lose.</li> </ul>		
7. Next Meeting	<ul style="list-style-type: none"> <li>• June 8, 2006; <b>United Way Building</b>, 1:00 pm – 4:00pm</li> </ul>	Agenda Items <ul style="list-style-type: none"> <li>▪ Consumer Input</li> <li>▪ Bird Flu Outbreak preparation</li> <li>▪ Acronyms List</li> <li>▪ 2<sup>nd</sup> quarter PI Data review</li> </ul>	