



**NORTH SOUND REGIONAL SUPPORT NETWORK**

**QUALITY MANAGEMENT OVERSIGHT COMMITTEE**

**COMMITTEE MEETING PACKET**

**DECEMBER 19, 2001**

## **QMOC GUIDING PRINCIPLES**

The QMOC charge is to guide the quality assurance and quality improvement activities of mental health services within the NSRSN region. In assessing the necessary data and making appropriate recommendations, the QMOC members agree to the following:

- ◆ Help create an atmosphere that is **SAFE**.
- ◆ Maintain an atmosphere that is **OPEN**.
- ◆ Demonstrate **RESPECT** and speak with **RESPECT** toward each other at all times.
- ◆ Practice **CANDOR** and **PATIENCE**.
- ◆ Accept a minimum level of **TRUST** so we can build on that as we progress.
- ◆ Be **SENSITIVE** to each other's role and perspectives.
- ◆ Promote the **TEAM** approach toward quality assurance.
- ◆ Maintain an **OPEN DECISION-MAKING PROCESS**.
- ◆ Actively **PARTICIPATE** at meetings.
- ◆ Be **ACCOUNTABLE** for your words and actions.
- ◆ Keep all stakeholders **INFORMED**.

Adopted: 10-27-99

Revised: 01-17-01

**North Sound Regional Support Network  
Quality Management Oversight Committee  
NSRSN Conference Room  
December 19, 2001  
12:30 – 2:30**

**AGENDA**

			<b>Time</b>	<b>Page #</b>
<b>1.</b>	<b>Open the meeting &amp; comments from the Chair</b>		<b>5 minutes</b>	
<b>2.</b>	<b>Approval of November 2001 Minutes</b> <small>Action Item</small>	<b>Chair Byrne</b>	<b>5 minutes</b>	<b>4</b>
<b>3.</b>	<b>Reports</b>			
	<b>A. 2002-2003 Quality Management Plan</b> <small>Action Item</small>	<b>Mr. McDonough</b>	<b>50 minutes</b>	<b>7</b>
	<b>B. Tribal Report</b> <small>Informational Item</small>	<b>Ms. Dempsey</b>	<b>15 minutes</b>	<b>8</b>
<b>4.</b>	<b>Other Business</b>			
	<b>Meeting Evaluation</b>	<b>Chair Byrne</b>	<b>5 minutes</b>	<b>9</b>
<b>5.</b>	<b>Adjourn</b>			

**North Sound Regional Support Network  
Quality Management Oversight Committee  
NSRSN Conference Room  
November 21, 2001  
12:30 – 2:30**

**MINUTES**

**Members Present:**

Andy Byrne, Chair  
Dan Bilson  
Lorelei Coy  
Claudia D'Allegri  
Melissa DeCino  
Sharri Dempsey  
Dave Gossett  
Marcia Gunning  
Dolores Holtcamp  
Rosemary Lea  
Terry McDonough  
Linda Vaughan  
Michael White  
Gary Williams

**Staff Present:**

Annette Calder  
Greg Long

**Members Not Present:**

Pamala Benjamin  
Joan Lubbe  
Karen Kipling

**Guests:**

Russ Hardison  
Marie Jubie  
Bob LeBeau  
James Vest

**1. Open the meeting & comments from the Chair**

Chair Byrne opened the meeting at 12:30 and welcomed everyone.

**2. Approval of October 2001 Minutes**

Chair Byrne asked the committee to review the minutes of October 24, 2001, and asked if there were any changes or additions, there were none. The minutes were approved as written.

**3. Reports**

**A. Standards of Care Manual Revision**

Linda Vaughan distributed the SOC and supporting documentation. She presented the latest draft of the plan and informed committee members of the changes in the document since it was last presented to this committee. Discussion followed.

A motion was made to change "offered" to "offered to occur" on page 6, all in favor of language change, **motion carried.**

It was noted that under “Assessments for On-going Community Support Services” the 7.01 Plan also requires “Mental Health Specialist, as needed, will be involved at the assessment”. A motion was made and it was agreed to add NSRSN 7.01 Plan to the “Source of Requirement”, **motion carried**.

A motion to add Peer-to-Peer Support and Outreach to list of service modalities page 18, all in favor, **motion carried**.

This committee asked that the RSN and Providers write a definition for clarification of "best available scientific knowledge", it was agreed to do so and Linda Vaughan took names of those interested in participating. A motion was made to approve the Standards of Care manual with suggested changes, all in favor, **motion carried**. See Attachment A for additional information.

**B. 2002-2003 Quality Management Plan**

Terry McDonough presented the draft 2002-2003 Quality Management Plan. Terry noted that this is a biennial plan rather than a one year plan. He asked if there were any comments, questions or concerns before this was brought to the December 19<sup>th</sup> meeting to please call him by December 12<sup>th</sup> and he will bring them to the meeting on the 19<sup>th</sup>.

**C. HIPAA Presentation**

Greg Long made a presentation on the Health Insurance Portability and Accountability Act. This law impacts the entire mental health system. We must take measures to ensure the protection and security of patient information. Trainings will be given to staff, providers, consumers, advocates, etc. The committee thanked Greg for his presentation. A copy of the presentation is attachment B.

**D. Ombuds 3<sup>rd</sup> Quarter Report**

Melissa DeCino distributed the 3<sup>rd</sup> Quarter Ombuds report and discussion followed. She informed the committee that the Ombuds Department is in the process of developing the 2002 Outreach Plan. The report is attachment C.

**4. Other Business**

**A. QRT 3<sup>rd</sup> Quarter Report**

Dolores Holtcamp distributed the 3<sup>rd</sup> Quarter QRT report and explained the rating of the report. The report is attachment D.

**B. Oregon Mental Health**

Sharri Dempsey shared some information and distributed materials that she received at the Oregon Department of Health and Human Services Mental Health Conference. See attachment E for more information.

**C. Meeting Evaluation Results/Discussion**

Chair Byrne shared the evaluation results of the November meeting with the committee.

**5. Adjourn**

The meeting was adjourned at 2:22 p.m.

Respectfully submitted,

Annette Calder

Please note: Attachments referenced herein were distributed at the meeting, are attached to the file copy and are a part of the official record. Please contact the NSRSN at (800) 684-3555 extension 230 if you have any questions, concerns or requests.

## **NSRSN COMMITTEE DISCUSSION FORM**

**AGENDA ITEM:** NSRSN QM Plan 2002-2003

**PRESENTER:** Terry McDonough

**COMMITTEE ACTION:** Action Item (X) FYI & Discussion ( ) FYI only ( )

### **SIGNIFICANT POINTS OR EXECUTIVE SUMMARY:**

- The NSRSN is moving to a 2 year Quality Management Plan
- The NSRSN QMOC subcommittee working on the QM Plan 2002-2003 met 6 times from September 25 to November 11
- The 2002-2003 QM Plan incorporates the new Mental Health WAC's (388-865's)
- The 2002-2003 QM Plan incorporates quality management principles outlined in the State of Washington's Mental Health Division's "Quality Management Template"
- The NSRSN QM Plan 2002-2003 incorporates principles from the NSRSN Recovery Conference, 2001
- The NSRSN QM Plan 2002-2003 addresses implementation of the requirements of the Health Insurance Portability and Accountability Act (HIPAA)

### **CONCLUSIONS/RECOMMENDATIONS:**

- The NSRSN QM Plan 2002-2003 moves the NSRSN ahead, on a path congruent with State, national and regionally defined Quality Management/Quality Improvement initiatives and standards
- The NSRSN QM Plan 2002-2003 details steps and timelines designed to evaluate and assure quality aspects of clinical care throughout the NSRSN

### **ATTACHMENTS:**

The NSRSN Quality Management 2002-2003 Plan will be distributed at the meeting.

## **NSRSN COMMITTEE DISCUSSION FORM**

**AGENDA ITEM:** Tribal Liaison, Consumer Affairs final report

**PRESENTER:** Sharri Dempsey – Blessed Cedar – upon request

**COMMITTEE ACTION:** Action Item ( ) FYI & Discussion (x ) FYI only ( )

### **SIGNIFICANT POINTS OR EXECUTIVE SUMMARY:**

- ◆ From the Beginning
- ◆ Accomplishments and Concerns
- ◆ What next

### **CONCLUSIONS/RECOMMENDATIONS:**

- ◆ New 7.01 plan will be brought to QMOC from Tribes in February
- ◆ Washington State Tribal Mental Health Programs

### **TIMELINES:**

- ◆ 2001 year end report

### **HANDOUTS:**

- ◆ Tribal Collaboration Packet
- ◆ Tribal Conference Brochure (2002, first printing)



# QUALITY MANAGEMENT OVERSIGHT COMMITTEE MEETING EVALUATION FORM

Please complete this form and turn it in at the end of the meeting to the secretary.

1. Receipt of Information:

A. Was information received in a timely manner?

1                      2                      3                      4                      5  
Does not meet expectation                      Meets expectation                      Exceeds expectation

B. Overall, did you receive enough information to make informed decisions?

1                      2                      3                      4                      5  
Does not meet expectation                      Meets expectation                      Exceeds expectation

C. Was information sent to the appropriate place?

1                      2                      3                      4                      5  
Does not meet expectation                      Meets expectation                      Exceeds expectation

D. Did we use the appropriate method? (Fax, mail, etc.)

1                      2                      3                      4                      5  
Does not meet expectation                      Meets expectation                      Exceeds expectation

2. Meeting Logistics:

A. Are meeting times convenient for you?    \_\_\_Yes    \_\_\_No

B. In order of priority (1, 2, 3) would you rather meet  
    \_\_\_morning or \_\_\_afternoon or \_\_\_evening?

C. Are meeting places convenient for you?

1                      2                      3                      4                      5  
Does not meet expectation                      Meets expectation                      Exceeds expectation

3. Are meeting agendas complete and understandable?

1                      2                      3                      4                      5  
Does not meet expectation                      Meets expectation                      Exceeds expectation

4. Are meetings conducted in such a way to allow you to speak and participate with a sense of safety and comfort?

1                      2                      3                      4                      5  
Does not meet expectation                      Meets expectation                      Exceeds expectation

5. Are there any special accommodations you need that would be helpful to you? If so, what are they?

- Yes
- No

Please provide any additional comments you may have.

Total Score\_\_\_\_\_

Meeting Date: 12/19/01 Name(optional)\_\_\_\_\_