Region 10 Region Quality Council Meeting Minutes

2/20/2020

Attendance: Ann Lazzara, Beth Honecker, Dee Sabol, Emily Miller, Jodi Johnson, Josh Burt, LeAnn Bieber, Linda Driessen, Marita Buehler, Than Boutelle, Polly Owens, Buff Hennessey, Kerri Leucuta, Karen Laron

1. Call RQC Meeting to order: Dee
2. New Member Introductions: Jake Schuller, Rylee Roshon, Than Boutelle
    a. Than Boutelle is a self-advocate who also is on the SAM committee, and is going to be attending the Olmsted Academy training.
3. Members Resignation: Shelly Rohe
4. Why is RQC important? Staff represented: Housing problems, Job Opportunities needed, Listening to folks that receive supports.
5. Josh Burt reported that the Sam Conference is being held in May 30, 2020 at the Double tree: there are save the date flyers available. Still looking for speakers and folks that would like to have an informational booth.
6. Approval of 10/17/2019 Minutes: Motion to approve minutes by Beth Honecker and second by LeAnn Bieber.
7. New RQC Guidelines; If you have not signed your copy and returned it please do so.
8. Lisa Harrison-Hadler has been promoted and a new representative from the Ombudsman office will be assigned to us.
9. Guest Speaker: Jason Flint: DHS Disability services Manager
    a. Update on SQC: SQC has been put on hold for the time being. There were many good, passionate people serving on the SQC. There was also a lot friction. 11 out of the 23 SQC members did not renew or quit serving on the SQC. We have a SQC contract $110,000.00: what do we do with it?
    b. RQCs. I have visited all three RQCs and have learned they are all different. Arc MN SE holds the R10RQC contract up to the next five years.
    c. Quality Reviews: We learned that the number of completed reviews are low due to data spotty from DHS: Inaccurate contact information and the inability to get hold of folks
    d. Findings: Six years ago, we did not have a way to collect data: now we have lots of information coming in. We have looked at the data collected from the quality review: it is good data but it is things we already know. Our tools did not collect the details that the quality review was able to get. What is the data telling us and how can we turn it around. We will be getting a list of priorities and what we want to put more effort into from each RQC.
    e. Contract: We are working on amending the RQC contract. We are having open discussions with the RQCs. What have we learned and what kind of supports do you need.
    f. Input from the RQC:
        i. Grateful that you are open to the contract amendment.
        ii. Differences between the other RQCs. Is because we have history. The current reviews limit our view on what is happening because we cannot get the total look. We are excited about the opportunities.
        iii. There was a disconnect between the SQC and RQC; what was each supposed to be doing?
        iv. Looking forward to assess quality statewide. What would the new SQC look like?
        v. Standardization: Do not want to duplicate. How can we look at the data regionally and statewide? Look at our data and make recommendations.
        vi. We collected data and people want to see results.
        vii. Stakeholders were missing from the reviews. We know a better way: we cannot get the whole picture without the whole team. We want to listen and hear from everyone. Everyone has to be

at the table. In the team, review providers were communicating and teams were communicating. With the team review, we were better equipped to work through problems. We worked as a team of providers to fix what was not working. PCQR Workgroup worked on a team review process. Community conversations are good. We have a long way to go. Where can we break ground in new areas?

viii. We are not collecting data from all populations: missing folks.
ix. We would like to expand out of Rochester: maybe make it look so attractive so people come to us. Connections we everyone. Currently the contract is tied to counties. We want everyone to be at the center of excellence.
x. State level: Local People get the information: see what is working and not working and what is missing. Take the Person Centered Thinking to the next level. Local level are in a better position to see what is happening. Take the data collected and share with everyone.
xi. 245D is not bringing the team together. It is a Power over method.
xii. People want to be at the table. People want to do good things.
xiii. Communicating has to change. Listening has to change. Communication has gone to the state. State has to get out of the way and support us at the same time.
xiv. Talk about keeping people safe.
xv. Completely review and revise the VA laws and system.
xvi. There is a fear of cuts from the federal government
xvii. I like living here. You all have to step into my shoes and see what is happening. When there is staff turnover, it changes my life completely. Staff turnover is a huge issue.
xviii. Potential for the SQC can be under the center of excellence. There needs to be an increase of communication between SQC and RQC and clarification.
xix. Do a statewide RQC conference

10. Systems Improvement Committee:
11. Person Centered Quality Review Workgroup: No Meeting
12. Region 10 Quality Assurance Agenda: Polly: working on education possibilities

Minutes Recorded By Karen Larson