Arrowhead Regional Quality Council

Meeting Minutes

Meeting Date: October 5, 2017

Meeting Location: Ordean Building, Duluth MN

Attendance

Name	Member Representation	Present Y/N
Annamarie Gutsch	Arc Northland	Y
Jenny Kempfert	Arc Northland	Y
Zoey Leege	Arc Northland	Y
Ruth Rowenhorst	Carlton County	Y
Kristie Buchman	Choice Unlimited	N
Martina Williams	Cook County	N
Cathy Burke	Community member	N
Anita Barr	Community member/family	N
Megan Johnson	Community member/family	N
Michael Manning	Community member	Y
Kate Wallin	Community member	N
Sara Romagnoli	DHS	N
Michelle Hooey	DRCC	N
Beth Swanson	Lake County	N
Michael Woods	Ombudsmen	N
Anita Barr	Parent	N
Megan Johnson	Family member	N
Shelley Robinson	Range Center	N
Patty Johnson	RSI	Y
Amy Patenaude	St. Louis County	N
Gena Bossert	St. Louis County	N
Dan Zimmer	State Quality Council	N
Becky Jakubek	Trillium Services	N
Kari Aanenson	Trillium Services	N
Josh Howie	Trillium Services	N
Heather Trieschmann	UDAC	Y

Agenda:

I. Introductions: Arc Northland's new Executive Director, Annamarie Gustch, introduced herself.

II. Updates:

A. Quality Review Tools

1. The "brief interview" is ready and Zoey (and an intern) will start interviewing people in November
2. The "brief interview" is conversational in style and is meant to cover different "quality domains" to determine how much choice and control a person has in each area.
3. After the interview is completed, the individual that is interviewed will receive some sort of summary of their responses that they can choose to share with others in their life.
4. Zoey has drafted a letter to notify county case managers that the interviews will be starting. Zoey asked Ruth if she would be able to email this letter out to Carlton county staff and Ruth confirmed she could do this.
5. Questions: Patti asked if data from interview is counted if a person does not answer all interview questions. Zoey confirmed that data from partially completed interviews would still be counted.

B. Recruitment/Hiring/Training of Quality Reviewers

1. Annamarie and Zoey met with Paula, the internship coordinator for St. Scholastica's School of Social Work. An intern will be hired to help pilot the brief interview with Zoey, starting in November
2. Zoey has started recruiting for "Quality Reviewers" and has received about 10 applications as of this date. Many people that have applied are from the local cohorts that are working with the Institute for Community Integration (ICI) on person centered systems change.
3. Zoey has been working with other RQC staff to develop a training for Quality Reviewers. This training will consist of some online modules and some classroom training. Part of the training will involve practicing the brief interview with self-advocates. There is funding available to pay self-advocates that can help with the training by being interviewed.

C. Training and Listening Session on Maltreatment: The Olmstead Specialty Committee is collaborating with the ARQC to host a listening session on Maltreatment Prevention and Response. Information gathered from this session will be used to guide a training on Maltreatment Prevention and Response.

III. Forming new work groups: Zoey proposed that the council form into 2 work groups, and provided that council members with the description of each work group. It was proposed that members commit to working on at least one work group that that

workgroups would meet every other month (on months that the full ARQC is not meeting.

A. Quality Review Work Group (See Appendix A)

B. Quality Improvement Work Group (See Appendix B)

IV. Discussion: The council discussed ARQC meeting attendance. It has been difficult to keep momentum and enthusiasm up with the slow pace of getting the interview tools ready to use. Zoey stated that it has not been a year and the ARQC is finally ready to start interviews. It was suggested that if currently ARQC members are finding that they are too busy to be involved in the work of the ARQC, it may make sense for them to work with someone else with in their organization to join the ARQC.

Appendix A: **PERSON CENTERED QUALITY REVIEW WORK GROUP**

Overall Purpose

The primary role of the Person Centered Quality Review Work Group is to oversee the process for conducting person centered quality reviews within the region.

Primary Tasks

- Help with recruiting, hiring and training “Quality Reviews” to do the Person Centered Quality Reviews
- Figure out ways to let people with disabilities, families, service providers, county staff and other stakeholders know the purpose of Person Centered Quality Reviews are and what to expect when participating in a Person Centered Quality Review
- Develop procedures for scheduling and tracking the completion of 42 Person Centered Quality Reviews per month
- Figure out how information gathered from Person Centered Quality Reviews can be used on an individual level to improve quality of life
- Give feedback over time to improve Person Centered Quality Reviews tools and processes

Appendix B: QUALITY IMPROVEMENT WORK GROUP

Overall Purpose

The primary role of the Quality Improvement Work Group is to provide regional leadership in the implementation of best practices related to the development and improvement of person centered, inclusive services, communities and systems.

Primary Tasks

The Quality Improvement Work Group will oversee the following tasks:

- Establish a mechanism incorporate findings and trends from Person-Centered Quality Reviews into efforts to improve regional services.
- Establish a mechanism to gather and incorporate information on quality of regional services from existing data:
    - Maltreatment and behavioral incident reports,
    - Lead agency waiver reviews,
    - Gaps analysis study results,
    - National Core Indicators Survey results and
    - Olmstead Quality of Life Survey results
- Identify resources and best practices that promote higher quality of life for individuals with disabilities
- Establish regional priorities for quality improvement and develop mechanisms to foster collaboration, address training needs for all stakeholders and respond to barriers, issues and service gaps

- Bring ideas for systems level changes to the appropriate governing body

Future Meetings: Work Group meetings will be scheduled in November, after ARQC Members have decided which work group they would like to be a part of. The next full ARQC meeting will be on Thursday, December 7th at 1:30-3pm.