METRO REGIONAL QUALITY COUNCIL MEETING MINUTES
Friday January 8th, 2021
9 am – 11am
The Arc Minnesota
2446 University Ave West, Suite 110
St. Paul, Minnesota
Zoom

Purpose Statement: The purpose of the Regional Quality Council is to connect with and promote all communities of people with disabilities so that services and supports help them to live a life based on their hopes and dreams. The council will work together to continually monitor and improve the quality of services and supports for people with disabilities. The council seeks to improve person-centered outcomes, quality of life indicators, and to drive overall systems change.

In attendance: Angie Guenther, Tayler Guccione, Jeffrey Nurick, Chelsea Lorenz, Diane Sjolander, Dr. Mohamed Mourssi-Alfash, Erin Paredes, Judi Marie Ringe, Buff Hennessey, Rhonda Godfrey, Robert Morneau, Rod Carlson, Tim Sullivan, Travis Rooks, Dr. Frank Kadwell, Bradford Teslow, Rachel Garaghty, Kyle Dennis.

Guest: Poppy Sundquist

Guest Speakers: Charles Young and Aric Gregg, Department of Human Services (DHS)

1. **Introductions/What's Happening?**
   - Any updates or announcements to share?
     - Support staff workgroup
       - Drafted report and recommendations for Living Well Disability Services. Sent report and recommendation to workgroup for feedback and review.
       - Survey responses from Hammer are in the process of being organized and analyzed by MRQC staff.
     - Employment workgroup
       - Continued gathering a list of employer/business to connect with to offer resources to improve employment experiences for people with disabilities. To add employers to the list, email Angie.
     - Developed a technology needs assessment in collaboration with other RQC's and Georg Rumsey from the Arc to assess access to, and navigating technology for people with disabilities.
       - Survey will be sent out first week in February and will be open until the end of March.
       - Create resources and trainings for people based off their needs in technology.
     - 2021 Legislative session started Tuesday, January 5th

- MRQC Member updates
    - Rachel Garaghty is now an official voting member of the MRQC (16 in favor, 0 opposed)
    - Bradford Teslow now an official voting member of the MRQC (9 in favor, 1 opposed)

2. Culture of Safety, Data Action Work – Charles Young and Aric Gregg, DHS

- Define purpose and role of Metro RQC as a Data Action Group for the Culture of Safety project
    - Purpose: Review systemic themes and illustrative examples and make considerations and/or recommendations to the Culture of Safety Steering Committee
    - Inform the future of the project
    - Systemic changes to reduce critical incidents- Bring the whole system together
    - Safety science trainings available in February and April.
- Overview of the review process
    - Critical incident types:
        Elopement- most frequent
        Medication error- most frequent
        Staff sleeping on duty
        Wheelchair safety
        Use of prone restraint
        245D service terminations
        COVID-19
    - Data Collection245D licensed facilities in three pilot counties:
        Blue Earth- Region 10
        Hennepin – Metro RQC
        St. Louis- Arrowhead RQC
    - Identify learning points
        Identify where work of staff goes outside of policy or excepted practice
        - Data gathered from Behavioral Intervention Reporting Form (BIRF), Minnesota Adult Abuse Reporting Center (MAARC)

        Factual and not biased
        - Frist story- factual this is what happened and we want to get to the second story
        - Opportunities to learn- the why to the incident – not questioning like a typical investigation- remove biased talk about what happen and why

        Learning point examples
        - Individual left home via bathroom without staff knowledge
        - Staff administered incorrect medication to a person
        - Staff was unable to secure
    - Human Factors Debriefing- Invite staff to debrief
        Voluntary 1:1 debriefing
        Purpose: learning about local rationality
        - The “why” behind someone’s decisions or actions
        - Not a value judgement about right or wrong

        - People make decisions that are locally rational given their focus of attention, their knowledge and experiences and the goals they are trying to achieve.
    - Regional mapping team - one mapping team in each county
    - Meets 1 time a month

      Mapping teams include staff from provider organizations, lead agencies, and DHS (DSD, licensing , investigations)

      Uses technical case data and human factors data to study multiple systemic influences

      Allows for the exploration from a systems perspective
    - Using scoring tool to identify systemic

      13 systemic themes

      4-point scale about evidence of the theme/influence
        - 0 = no evidence
        - 1 = minimal evidence
        - 2 = evidence
        - 3 = substantial evidence

      Number of Cases by county
        - St. Louis- 13 cases
        - Hennepin- 10 cases
        - Blue Earth- 7 cases

      Types and numbers of critical incidents
        - Elopemnt-11
        - Medication error-9
        - Service termination- 5
        - Staff sleeping- 3
        - Wheelchair- 2

      Systemic Theme Data for Hennepin (10 cases)
- Presentation and discussion of the Systems Analysis Data
    - Prescribed Practice Scoring definition: When practice prescribed by policy or practice standards is absent, conflicting, vague or does not adequately support work.
    - Demand-Resource Mismatch Scoring definition: When resources within the agency are not compatible with the needs of staff (e.g., training for onboarding staff, staff shortage).
    - Cognition Scoring definition: A faulty understanding of a situation due to cognitive fixation or cognitive biases (e.g., confirmation bias, focusing effect, tunneling).
- Questions from Council
    - How much data to bring to a sessions?
    - How do we give providers better information?
    - Can we pull specific critical instances to support legislation around safety?
    - What is the ask of the council?

      The MRQC would not just analyze data, but also give recommendations for systemic changes at all levels to safety analyst group.
- Next steps
    - Timeline is flexible, meet twice a year with data action group – 2 hours about every 6 months to just look at the data.

- Angie: Would a subgroup be willing to meet outside of regular MRQC meetings for 2 hours to complete this work? After the data action group meets, they will bring back the main takeaways from the data and share it with the rest of the council

  Council members voted yes in the chat. Angie will follow up meeting with a survey for people to take who are interested in joining the subgroup.
- Angie: How can we frame this information to be more accessible? What are the best ways to present this data/information?

  If council members have any suggestions and ideas, please email Angie.

3. What's Working/What's Not

Working:
Good presentation
Staying on track with timing

Not Working:
Our role in Culture of Safety is not clear (2)
Introductions are getting long

Next Meeting: February 12th, 2021 from 9:00 – 11:00am