Regional Quality Council Meeting Agenda
August 18, 2016
10:00 AM – 12:00 Noon
DIAL-IN NUMBER: 1-888-742-5095
CONFERENCE CODE: 8392993366

PARTICIPANTS: Polly, Buff (Region 10), Steve and Georgann (ARC Twin Cities), Roberta, Jenny, (ARC Northland), LeAnn Bieber (Olmstead County and SQC) and Dan SQC

Toni Malanaphy-Sorg-taking notes, next steps, parking lot items

Next Steps:

1. Dan will send out billing forms for each RQC. Will check with Sarah and send out the form- and provide directions
2. Dan will follow up with Sarah to determine if RRS will be the reps or find out who that will be.
3. Steve will coordinate another conference call to develop training for new people: in early September to figure out components of training. Will send out potential dates (Polly (SE) everyone else from other regions)
4. Dan will find out if have $ in contracts for website- (in theory 2nd contract for R10 has some)
5. Dan will meet with statistical SME to determine if need to be consistent in profile of reviews- brief/full (Steve was told 42 number did not have any statistical significance)
6. Dan will make sure the RQCs have input/are included in work being done on the tool outside the work group…(Could be somebody outside or on the Council that wants to join the SQC and join a work group- that would be great!)
7. Get call in number to SQC out to the RQCs so they can call in.
8. Dan will ask Governance Work group to clarify Statute vs. RFP- current language re: RQC shall appoint a member to SQC ; RQCs will include Ombudsman and DHS. (Statute that provided $,doesn't necessarily match original statute. Heidi determined which language applied in which case) Suggest following what RFP says.
9. Dan set up Monthly call schedule (once staff on board will have a face to face)- is this a good day? And look for a standing date…. Pick something for September.
10. Dan ask for clarification re- invoices- were you given a date by which to turn in invoices? 20th of the month following the month of service.
11. Dan send out activities and implementation plans from each of the contracts to all

Parking Lot Items for future discussion

- Database- $ contributed- equitable; who will develop and who will maintain ongoing?
- Agree on reporting- timing and content.
- Website
- PR/promotional approach- maybe a shared brochure
    - Do we want standardized identification or not? Maybe a tagline

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AGENDA/KEY NOTES

1. **Introductions:**
    a. Dan introduced everyone

2. **Overall vision of SQC and RQC efforts. (LeAnn/Dan)**
SQC Aims (LeAnn)

- Very long journey to get here. SQC since 2012- excited
- A mechanism throughout State of MN to monitor quality, bring people together, have conversations about quality on both a general and specific individual level- to get feedback to individuals about how to enhance quality of their own life..
- Start with individual receiving services and build from that to enhance quality of programs and services throughout our regions, working on County level. Providers, informal supports in the areas, whatever might be- a holistic look at quality throughout the region.
- RFPs set priorities. Understand not every region will be able to do all l the holistic pieces right away, but this is where we want to go in the future.

Dan added:

- No real answers at this point as to how we're going to go forward and do things. Each and all of RQCs will have to work through and develop together.
- At SQC, three of the work groups are figuring out what their right next steps will be. Most involved in developing the RFP. Once RFP went out, they sort of went on hiatus so we have an opportunity to shape what workgroups will be doing to be useful to regions.
- PCQR WG is taking task of developing the PC review- RQCs are part of that discussion. Fun with numbers group has also been on a similar path. Need to pull it together and figure out how to move forward.

Questions re: SQC? None

    a. Listing of future discussion items as meeting progresses. (See below)

3. **RQC updates:**
Dan: hope that all understand that the rule of not speaking to each other during the RFP process is now moot. Please hope you will share with each other- Don't have to go through Dan

Region 10/SE- Buff/Polly:

- In process of forming council- more people interested than we have slots; a goal was to make the council not be DD specific- reach out to other populations; Will include: NAMI, Area Diversity Council, county reps, parents, providers, Ombudsman
- First meeting will be in September

- Interviewed for Manager position- will offer today. Budgeted a second position more related to PC reviews and have strong candidates.
- Will spend time developing organization and doing outreach to providers and families within current counties and hope to expand to other counties
- Involved with tool development committee- plan to have people at the SQC meeting. Ready to see what the statewide picture looks like
- Like to talk about how we move forward together so we know we are going same direction
- We've had a contract with state for Region 10 QA for several years- those dollars continue to be available to us- but do not have a contract negotiated yet. Hope to blend into regional council. Likely duties that are outside of RQC but complimentary:
- Dan- who do you work with at DHS on the second contract? Buff: started with Jennifer, 2nd approach to Sarah/Trudy- heard back from Jennifer; thanks for patience. Followed up with Sarah, then she replied that (supposed to bill monthly on 20th on a form) she doesn't know about the form, did not reply about the contract. 3rd correspondence to Sarah and Jennifer – not heard back
    - Dan: Sarah sent 3 attachments. Each region is different. Will send the billing form out today.
- Historically had upfront quarterly $; on this one that is not the case. Now a monthly billing- and didn't supply materials to do that. (Dan got them yesterday)
- Narrowed flexibility-on line items and not sure if can apply 10% variance

ARC Greater Twin Cities (Steve/Georgann)

- Solidified who will be on our council- first meeting first week in September: 3 counties, outside DD community- mental health and other providers as well. Council is set
- Hiring project manager for this- interviewing last week in August and hiring an admin person as well
- Looking forward to get more information re: what will be standardized and what developed separately- plus see how we can go through journey together
- In some areas a bigger undertaking to get counties and providers to think differently
    - Buff: in our RFP we included things we thought were important to all the councils:
        - $ for a database for collection of information
        - Always kept separation- stand alone website/potential to develop a website that all regions would use (SQC website that links to the regions)
        - Build support into 2nd contract if others
        - Involvement of self-advocates- $ for all three regions to do some self-advocacy development
    - Roberta: Also had $ for database/website; should all put information into same database/website
    -

Arrowhead RQC (Roberta/Jenny)

- No meeting with RQC yet; have hired a staff who starts 9/7.
- Have Carleton, Lake, Cook, St. Louis- big geographic area, including group home, employment and in-home supports providers

- Have not recruited folks who use services or family members yet- waiting for a more concrete plan- have some people interested
- Plan to meet near end of September

Dan: suggests regional DHS rep on the councils- Sarah/Alex agreed, want to hear thoughts:

- Polly: legislation requires DHS representation- plus Ombudsman's office- should we seek that out- or does DHS just say we'll assign.
- Dan: Just hiring a supervisor for RRS hoping to get solved without you having to go and ask
- Note: was in legislation but not in RFP (those requirements) Buff- we had said either/or but legislation says "and".
- Region 10 always required someone- some years they appointed someone but often an inactive; looking at contacting Shannon
  See "next steps" below. Dan will follow up

Dan – assuming first steps for all RQCs will be developing by-laws, etc. Want to be sure we approach this with forethought

4. Items to be Standardized vs kept Regional (Discussion)

Dan has some opinions to share- but wants to assure the group he is flexible.
The group agreed the following should be standard amongst the RQCs:

- Person-centered Review tool should be standard- all have input, but tool needs to be consistent
- One shared database that provides basic standard reports (statistical data)
- Training for PC reviewers so can be done jointly or throughout but trained with same training
  - An agreed upon program that builds on ICI training but adds to it
- One website with tabs for each region (or links)
- Basic reports to SQC should be the same with portions that are regionally unique

Not necessarily identified as needing to be standardized:
All are looking at a combination of volunteers and staff to do reviews
Naming/branding- approach to PR/out reach- need to discuss further

Detailed discussions on these topics:

- Person-centered Review tool (still not sold on 42 as number- HF meeting with statistician) should be standard- all have input, but tool needs to be consistent- make sense?
  - Polly- yes, same data, same database
  - In future- brief interviews might become regionalized in future years based on what is found- arguments both standardized and localized- might want to add a couple questions to a standard set
  - Steve- might be that brief interviews drive need for more full interviews

  Q: timing for availability of the tool- heard, maybe end of November

  Q: will we all be involved in tool development/review? Dan's expectation is yes, they will

- Same database: (don't want it to be too costly if built by state)
    - (All had $ for database- how will this work?) Pooling? Don't know- **Parking lot item**
        - Don't know who has what dollars earmarked; has to be equitable contributions; who will develop and who will maintain?
- Training for PC reviewers- agree- so can be done jointly or throughout but trained with same training
    - Are there basic understanding of PC principles- if tools are based on ICI training on ICI PC thinking basis- will that be incorporated into the training? ARC Twin Cities (Polly agrees;
    - Does the training on the PC thinking have to be standardized? In our world- we trained people as well.
    - All hiring new people to be managers/coordinators- standardized training for them, and training consistent among all of them they could train reviewers- beginning with PC thinking principles
    - Georgeann- have 2 people trained to do person centered thinking- could do training for all the staff; Polly like to suggest what the state put together, maybe combine? State is just Michael Smull- would be good to have more
- Looking at volunteers or paid staff? We've historically used volunteers (SE)
    - Stipends for people- self advocates/parents
    - North- same thing- expectation coordinator will do but stipends for other reviewers
- One website with tabs for each of the region
- Names- not sure if need to standardize the names of the RQCs- do we need branding? The name doesn't really "say" anything. Thoughts about naming?
    - Want to make sure this doesn't look like an ARC initiative-
    - Roberta chose Arrowhead Regional Quality Council
    - Steve calling it Regional Quality Council- not much thought into names
    - Buff – always answered phone ARC and Region 10 Quality Assurance - will you promote the Regional council? Calling it region 10 quality council- separate email address as well
    - Have not totally thought it through, will start promoting direct line to the person hired as the point of contact. (Metro)- usually just stick with ARC- cleaner for us
    - Roberta- will have a separate phone number; likely just use ARC

Other standardized items?

- Steve- how we report back to SQC in a standardized way- Roberta- if whatever database is used could generate base reports. Steve: anything being developed? Website/database?
- Dan: SQC website is out of date and pretty static. The more I think about it, could be better options. A struggle we're having is for first time, looking at being outside the department- having a Website would be a good first step. Will have to see about getting that.
- Don't want you spending majority of work generating report for SQC.
- Getting and using information is your first priority- and doing good quality improvement work.
- Polly: reporting: if could spit out reports to provide statistical information. There are individual and system level information- what we see as areas of emphasis that need improvement; will be other things that would want to be more unique to each region.
- Would like to see a link on DHS to SQC website:

Reporting:

Monthly, quarterly and annual report- in past invoiced quarterly, and had a contract report- contract defined what we need to report based on the contract. (Ours was more specific than expected- required report on entire work plan)

Buff: In addition, the RQCs will report to SQC on whatever information they are looking for. Our vision is SQC has a relationship to department but not owned by Department.

- $ for a database for collection of information
- Always kept separation- standalone website/potential to develop a website that all regions would use (SQC website that links to the regions)
- Build support into 2nd contract if others
- Involvement of self-advocates- $ for all three regions to do some self-advocacy development

Open questions related to the tool: regarding the process- one or two people go on interviews; Dan has ideas

5. Reporting to SQC

- SQC is an open meeting- encourage attendance. Also, at this next meeting will be looking for an update to the SQC. (Jenny (Arrowhed) will be joining by phone)
- Each RQC has right to have a member on the SQC. Will be membership opportunities coming up starting in September. Let Dan know if you already have that covered- who is on there.
    - Statute says each RQC shall appoint a member to the SQC.

- No opposition to quarterly reporting- will flesh out more what that will look like going forward.
    - Will make sure it will be useful to us.
- Hope for document easily shared with SQC and other regions:
    - Weighing if need to include financial reporting (invoicing vs. outputs could be in separate report)
- Again- statute requires only annual reports; RFPs ask for quarterly/annual. Polly- included qtly and Annual reports; should be standard data-

- Thinking about the future, discussed how to set up annual reporting (calendar vs. fiscal) - will need to get to a decision on this

  LeAnn: this year will be different than all others- some of this will be coordinating of (first quarter will be training) some of quarterly reports will be same for all regions. This year not as imperative. We can put together an annual report because we know. Will be much more important once we get the tools and interviews up and running.
  Buff: the next session- lobbying will not be based on results- but on we know this is what we want to do- next go around we'll have more data that can be pulled based on any time period.

Annual: (Annual to SQC by 10/1 so can be ready for next legislative year?) Metro ok;

Section 1: RQC: who are members, minutes, are their work groups: members, mission; (general structure including staff) Annual

Quarterly: based on contract and fiscal year
Section 2:
Composition of reviewers
# of trainings- people trained
How many reviews accomplished

Section 3:
Accomplishments to work plans

6. **Next Meeting: How often should we do this? To flesh things out?**
    a. Once we get staff on board, have a face to face meeting so staff have a chance to meet and greet and know who each other are. Understand not easy- not frequently, but reason to be in same room at same time- all agree on that.
    b. Wait for in person meeting until all hired
    c. Frequency? Monthly until up and going….
7. Found this call very helpful.

- Polly: Can we share proposals? Maybe just the activities and implementation plan