REGIONAL QUALITY COUNCIL KICK OFF MEETING AGENDA
FRIDAY SEPTEMBER 9, 2016
9 am – 11 am
The Arc Greater Twin Cities
2446 University Ave West, Suite 110
St. Paul, Minnesota
Ramsey Conference Room

Present: *Jolene Thibedeau Boyd (CIP), Rod Carlson (Living Well Disability Services), Joe Cuoco (Living Solutions), Betty DeWitt (CIP), Danielle Fox (Scott County), Steve Piekarski (The Arc Greater Twin Cities), Tim Sullivan (Hennepin County), Dan Zimmer (State Quality Council)*

Minutes*: Barb Thompson*

1. **Introductions**

2. **What is Our Purpose for Coming Together**
   We are here to fulfill the contract requirements. Steve came up with a purpose statement that the group can edit and give feedback on.

   First Draft: To give people the services that support them to live a life based on their hopes and dreams. Implement a system to monitor and improve the quality of services for people with disabilities, improve person centered outcomes and quality of life indicators for the person receiving services.

   [Provide a collaborative community effort] To ~~give~~ (more collaborative word) people the services that support them to live a life based on their hopes and dreams. [Create system change to …] Implement a system to monitor and continually improve the quality of services for people with disabilities by improving person centered outcomes and quality of life indicators ~~for the person in need of services~~ and make recommendations for overall system change.

   - How do we ask people to get involved?
   - Change "to give people" to something more collaborative.
   - Tim said it is the vision of the State Quality Council.
   - Joe said it encompasses what was in his mind.
   - Jolene wants to be really clear what the connection of this council back to the system. We can do all we want but if there isn't a really clear feedback loop and a commitment to those in the system to actually consider the recommendations of the various councils then she doesn't see that impact in other people's lives.
   - Joe thought part of the purpose of this group should be about helping to build all those bridges including the accountability piece.
   - Betty thought the group should be the catalyst for change.
   - It'll be difficult for providers who are part of the system to really implement quality and change their way of thinking and doing things if checking the boxes is all they have to do.
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3. **Dan Zimmer, Director, State Quality Council**
    a. **Overview of the State Quality Council**
    Dan started July 1st at the State Quality Council. It stemmed from the effort going down in the Southeastern part of the state – can we do more? What was developed down there worked for them at that time. In 2005, we started exploring if our state could do more of this. DHS put together a quality assurance panel to look at this. From there came the recommendations of establishing the State and Regional quality councils. The State Quality Council started planning on how to develop regions and how they can fit into DHS. There was a period where the State Quality Council did not get funding. That really highlighted what our state felt about the State Quality Council. They still provided staff even though there was not funding. Funding was restored. Then there was the big push to get the RFP's started. One of the things he struggled with was accountability. What Dan sees is legislators are in and out, there is so much on their plate for them to hold DHS accountable. The State Quality Council has some of that role. The State Quality Council decided to hire it's own staff. They are just in the beginning stages of moving away from the DHS facilitation to what it is to be their own organization. Now we have regions.

    b. **Vision of the Regional Quality Council's Across the State**
    The best approach is that as we are developing, we need to continue to talk and work together. Dan sees the three regions developing for the future. The other two are Olmstead, Wabasha and Houston counties **[think there is another county]**; St Louis, Cook, Lake and Carleton counties (Arrowhead Regional Quality Council). What we've always seen is that there is a lot of data out there, but there really hasn't been a concerted effort of who's looking at that data. His vision is that the Regional Quality Councils will be looking at that data. Having that ability to take all those things together. Our challenge is developing something that is quality improvement for a person, their team, but that can translate up to something at the state level.

    c. **Tool and Resource Development**
    When there RFP was developed there wasn't a vision what the tool would look like. It was just basic concepts for what it would look like. Now the committee is looking at building that tool more. Georgann attended the last meeting. ICI is now participating on the committee as they have a federal grant that is looking at a similar tool. Originally we thought we would have to develop our own tool. Now we don't have to do that.

    Are there other states that have had some success using this model? Dan said that we are not modeling after any state that he knows of. Massachussets has done some work. CMS is just starting to really ask.

    Do you envision us talking with the other regions? Dan said yes. He doesn't see our council meeting with the other councils. Staff wise there is a vision of Regional Quality staff training together. It would be interesting but it would be difficult to get all the councils together. Steve said that there was a call where there was talk about once the staff were hired then they would all go through training together.

On any of these councils are there people that have a disability? Dan said that there should be someone on each of the councils. This council will be discussing that today.

Is part of the State Quality Council's role a plan to share what the regional councils find? The short term is getting the council's together and formed. Giving you some tasks that you are going to be able to accomplish with the group that you have that is going to be meaningful. The other part of it is from your successes, they will go to other parts of the states and grow more regions. The vision is to have every county be involved in a Regional Quality Council. Tim Sullivan said that he served on the State Quality Council and the Regional Quality Council workgroup and he said that our hope was that what happens in these Regional Quality Councils is that we could implement this throughout the state.

4. **Arc Update**
    a. **Hiring Project Manager**
    We have had about seven interviews for the project manager. That person will really be the lead and will take the facilitation role. We have a candidate that is coming back next week for their second interview. Hopefully that will go well. Hiring has been crazy the last few months. We are in the process of hiring for an administrative assistant as well.

    b. **Other Work**
    We have talked with the other councils and are planning on doing the staff training jointly. There is a lot of communication that will be going on so there has been talk about how that will happen jointly. We talked about the data collection as well with the other councils. Georgann Rumsey has been attending the State Quality Council and has been attending the committee meetings around the tool development. One person we know who will be joining the group is from the Ombudsman Office. We had a conversation with them last week and they are internally identifying who will be attending. Eventually someone from DHS will be joining us as well.

5. **Implementation Plan Review and Discussion**

6. **Initial Discussion on Shared Understanding and Agreement on How We are Going to Work Together**

7. **Next Meeting**
    a. **How often should we meet?** It was decided to start out meeting bi-weekly and then we can adjust as we go along. Or meet relatively soon and then have a longer day. We'll book bi-weekly meetings through the end of the year. Do you want to meet here? Everyone was good with meeting at The Arc. Friday mornings tend to work better for everyone.

    Who needs to be at the table? One of the reasons Steve didn't want to bring in a self advocate is cause he didn't want it to be Arc dominated. He asked the group to identify a couple of people that you think would be good. Maybe talk to them and then pass that information on to Steve and he can talk to them

further. Also if you know of a family member that you think would be a good fit, send the information to Steve.

Parking Lot

- Providers tied to regulations
- How do we bring in the community?