Region 10 Quality Council Meeting Minutes
Date/Time: 11/19/2020 from 2:30 pm – 4:00 pm

Funded by the Minnesota State Legislature

Region 10 Quality Council Minutes

1. Call RQC Meeting to order – Judy Young
    - Attendance: Beth Honecker, Carolyn Olson, Dee Sabol, Emily Miller, Jacob Schuller, Josh Burt, Judy, Young, Kayla Meyer, LeAnn Bieber, Linda Driessen, Lisa Harvey, Wade Oldenburg, Rylee Roshon. Staff: Polly Owens. Buff Hennessey, Kerri Leucuta, Karen Larson, Guest: Jennifer Bagne Walsh, Aric Gregg, Scott Schifsky, and Charles Young

2. Culture of Safety Presentation – Guest Speakers: Aric Gregg, Scott Schifsky, and Charles Young from DHS
    - ***What is Culture of Safety?*** -- Culture of a Safety is a way of looking at critical incidents (reports of accidents, med errors, neglect etc) that shifts the investigative and response process from one of punishment and blaming (fire the staff, need more training, need more policies), to one of accountability without judgement. It is a way of digging deeper into the incident and finding out why it happened, why the support team made the decisions they did, what were environmental factors that played into the incident (short staffed, one person can only do so much, staff having to multitask etc)…to identify systemic barriers to being able to keep people safe. It is a safe process for staff and providers to be able to openly talk about the barriers they face, and identify recommendations for improvement. ***This is a process that works by the premise that people do not come to work to do harm…they come to work to help and do good…but human errors can be made. This does not in any way replace action that is needed to address egregious or purposeful abuse and neglect.***

    - ***RQC Role in the process*** -- Data Action Group is a role that may be a good fit for the RQC. The Data Action Group (DAG) reviews the systemic scores from each of the incidents and attempts to determine which parts of the system may require attention and/or reform to decrease critical incidents in the future. The DAG: 1) reviews data from critical incidents semi-annually 2)Analyzes systemic barriers and conflicts 3)Makes recommendations to the Culture of Safety Steering Committee & DHS Commissioner. This seems to align with our work of making recommendations for quality improvement.

    - ***County Representatives*** -- The three current counties that are participating in this pilot are Hennepin, St. Louis and Blue Earth Counties. One of the options suggests that we work with Blue Earth County (which is not in our region but is already established as a pilot) as they do not have an RQC to review their data (as Metro and Arrowhead areas

do). Other options include working with Blue Earth and adding a county or multiple counties from Region 10 to this pilot. Or just trying to start a new pilot just for Region 10 only.

3. Approval of 10/15/20 Minutes – Judy Young (5 minutes)*
    - LeAnn approved and Judy second the approval of the October minutes. All approved the minutes.

Minutes recorded by Karen Larson

The next Region 10 Quality Council meeting will be held on Thursday, December 17, 2020 from 2:30pm–4pm
Workgroup dates, times and agenda's will be mailed out separately to workgroup participants