Region 10 Quality Council Meeting Minutes

Date/Time: 04/16/2020 from 2:30 pm – 4:00 pm

Location: Zoom Meeting (see invite or use the following link)

https://arcminnesota.zoom.us/j/433901613?pwd=NHphY3YzVU11TCsrNklhVm1QM04rZz09

Or Call +1 312 626 6799

Meeting ID: 433 901 613

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******Region 10 Quality Council Minutes (denoted by a checkmark)**

Attendance: Linda, Carolyn, Marita, Rylee, LeAnn, Judy, Josh, Beth, Dee, Buff, Kerri
Unable to attend: Than, Emma, Stephen, Lisa, Jodi, Ann, Emily, Anita, Jake, Karen, Polly
Minutes Recorded by: Linda Driessen

1. Call RQC Meeting to order – Dee (Kerri Called the meeting to order at 2:35)
2. How is everyone doing? Do people need resource info, or know where to find it? – Kerri (15 minutes) Everyone shared their current COVID experiences.
    - ✓ Resource document attached for Olmsted County- Other Resources:
        - ✓ The Arc taking calls from families and people regarding COVID 19 concerns and questions. So they are trying to pull together resources for the various counties The Arc serves. If you have county specific resources to add, please send this information to Kerri.
        - ✓ Kerri is also part of a non-profit consortium, and is learning about and sharing local resources. Recently added unemployment information to the Olmsted County document. Best place to go is United Way 211, the county websites, or the city of Rochester websites for information, since this information is kept current and available
        - ✓ 507-328-2822 for Rochester City Hotline.
        - ✓ The Arc has a statewide workgroup that they are putting together resources for self-advocates that they can do while they are staying home, either with other housemates (group homes) or

independently. Hopefully something to distribute by the week of April 20th.

- ✓ Working on other counties in SE Minnesota as well…if you have any good resource information, please share

3. Approval of 2/20/2020 Minutes -- (5 Min)*
   - ✓ We did not have a quorum, but recommend the minutes are approved at the next meeting.
4. RQC Contract Update/Discussion (45 minutes) Discussion:
   - ✓ The contract is moving from and interview mode to more of an action mode. An opportunity to take what we have learned from the data and use it to make an impact.
   - ✓ We can do some training with the contract with R10 QA and will continue our work with that.
   - ✓ Quality Monitoring system to work with the tools already created in a different way than doing the interviews. What we do with the information? For Example: Use the DLAST Tool to monitor the providers that are in the Cohort in Rochester and see how it has impacted their organization.
   - ✓ Implementation plan may be through listening sessions, focus groups, community conversations.
   - ✓ Communications plan to identify how we communicate what we are doing, who did we miss in the past, who do we engage in the future.
   - ✓ Follow-up Protocol has been addressed through the website to address concerns.
   - ✓ Quality of life indicators addressing informed decision-making. Getting at the question of if people were actually given choices beyond what they already knew. Also addressing risk management and not having all risk managed for you. Including education for all stakeholders involved (providers, guardians, case management)
   - ✓ Person Centered Quality Reviews can be done in ways that are different, but still useful.
   - ✓ Reports will be written.
   - ✓ Collaboration will continue.
   - ✓ The associated budget was reviewed- Pay by deliverable system being promoted. About 10% of our budget is based on the completion of each deliverable. $4000/ completion. We are extending our existing contract to June 27, 2021, which gives us a year. The work can start as soon as the contract is signed, but can't complete the deliverables until the start of "year five". We will have to talk about how we use "reviewers" since we aren't doing interviews. But we could use them to do focus groups, etc. Also included a paid intern. Will have time from now until the end of July to discuss these deliverables.

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- ✓ What do we do? Ideas: A Liberty Plan- which to give us a direction. This Liberty Plan could help us determine what kind of work groups we want to continue/form. (The Liberty Plan is a planning tool created by LifeWorks). Looks at what have done know and what does the future look like? We would want to bring in an independent facilitator. LeAnn could help us find a facilitator. Can we do this before June 30 to use this year's contract funds. Can we do it remotely?

5. Systems Improvement Workgroup Update – Linda (10 Min)
   - ✓ How can we continue to do our community conversations with everyone being unable to get together? Can we post them on Social Media like Facebook and Instagram? This has a lot of challenges- populations reached.
   - ✓ Could we do this as a ZOOM conversation with someone like Brooke Carlson who is facilitating the non-profit consortium.
   - ✓ A story was shared about individuals with disabilities already experience the isolation that we are all having to go through now with COVID-19 Stay at Home orders. Could we use this as a way to start a conversation? How do we make sure that once we all come out of our houses, we ALL come out of our houses?
   - ✓ Could we survey providers to see what this current situation has taught providers about how we can do things differently?
   - ✓ Change the questions from our previous conversations.
6. Person Centered Quality Review Workgroup Update – Karen or Ann (5 Min)
   - ✓ Waiting to meet until our contract is signed and will update then
7. Once Around/Adjourn – (5 min)
   - ✓ SAM conference is being postponed until a yet to be determined day.

***Region 10 Quality Assurance Agenda

1. Training and Advisory Workgroup Update – Polly (5 Minutes)
   - ✓ No updates

*Topic that requires Regional Quality Council Member vote

Missed Meeting follow-up for Region 10 Quality Council members (4pm-4:30pm).

If you missed the any of the previous Region 10 Quality Council meetings, and have questions or need any of the handouts/paperwork/forms, we would be happy to chat with you after the council meeting!

Kerri Leucuta

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Please Note…The next Region 10 Quality Council meeting will be held on Thursday, June 18, 2020 from 2:30pm–4pm (Workgroup dates, times and agenda's will be mailed out separately to workgroup participants)

Thank You!!!!!