

# ACCR Committee Minutes Form

Date: 9/05/08

Name of Committee: Quality Improvement Committee

Co-Chair(s): Wes Sowers and Meg Park

Note taker: Marilyn Micknowski

Attendees: Harold Hartger, Sarah Goldstein, Meg Park, Wes Sowers, Victoria Livingstone, Marilyn Micknowski, Steven Christian-Michaels and Bridgette McNamee.

**Agenda Item:** Recovery-Oriented Service Planning Brochures

**Committee Goal Being Addressed:** Promotion of said Brochure

**Discussion:** Steve brought the latest version of the Service Planning Brochure. They are to be widely distributed through the OBH providers' meeting in October.

Action Item	Person Responsible	Target Date
Have brochures printed @North Co	Steve	10/ ?/08
Distribute brochures @ OBH meeting	Steve	Next OBH providers' meeting

**Agenda Item:** SPA Update

**Committee Goal Being Addressed:** Promotion of said brochure

**Discussion:** Steve talked about the new procedures being utilized by the trainers for the new "convener/facilitating" training for Service Coordinators on how to convene and facilitate a meeting as it applies to a consumers' service planning.

- Train-the-trainer: 30 people from different behavioral agencies were trained in these new procedures over the summer wherein they would go back to their respective agencies to train a total of 300 people who would then go into actual situations to apply what they have learned and bring positive and negative feedback to the table and discuss what can be changed or improved about the new process being utilized.
- The SPA steering committee will look at the general feedback and try to get something more detailed to take to the SPA workforce committee towards the end of September. So far, feedback has been good.

Consistency of transition

- Steven offered to get samples of the different central measures of assessment tools.
- PSAN has volunteers working on a template on progress notes for new Service Coordinators who are not good at note taking, which is very important to making progress notes to determine which service is needed most for each individual consumer so coding for billing is more precise and the proper help can be administered to the consumer at that point of their treatment.

Action Item	Person Responsible	Target Date
Continuing SPA updates on this specific subject being addressed by Quality Improvement Committee	Steve	Ongoing
Bring samples of assessment tools	Steve & Meg	TBD

**Agenda Item:** Review of Universal Service Plan

**Committee Goal Being Addressed:** Terminology\_\_\_\_

**Discussion:** Terminology should be comprehensive for consumers.

1. Transition points
2. Strengths

3. Life vision
4. Areas of living
5. Focus of change → next step (short term goal)

Goal → “one person, one plan.” Define smaller steps: How can the terminology best support the transition?

The consumer and family member need to be considered when changing terminology because ultimately it is the consumer (and) the family member who are involved the most. Keep it simple, it doesn't have to be one word, it can be self-explanatory. Life vision → get away from medical model and back it up by something that supports THAT vision.

Priority Domains:

- a) focus of change
- b) desired outcome
- c) measures
- d) target date
- e) actions

Action Item	Person Responsible	Target Date
Come to a consensus on next step & short term goal	Committee	Next mtg.

**Task for next mtg.: Formatting issues for the Universal Service Plan.**

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**Next meeting: Friday, October 3, 2008 @ CCBH offices, One Chatham Center, 3<sup>rd</sup> floor, 12 NOON Sharp! Meeting room # TBA.**