

Harris County Systems of Hope

Continuous Quality Improvement Team

6300 Chimney Rock Road

Houston, TX 77081

Minutes of Meeting

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Date	April 15, 2009	Time	4PM-6PM
Facilitator	John Prior Rebecca Johansson	Note taker	Rebecca Johansson
Attendees	John Prior; Eileene Chappelle; Rebecca Johansson; Barbara Sewell; Jackie Mendoza; Paul Swank; Leslie Raneri		
Welcome & Introductions	Convened at 4:35; adjourned 6:05		
Review of February Minutes	No comments		
Agenda Item	Topic and Discussion		
Item #1 – John Prior	<p>Identification of Performance Data</p> <p>The indicators in our draft plan are still valid, but the team needs to find a different place to get data, as it was recommended we do not use National CQI data. John brought a performance chart report for discussion. Team looked at data source for performance chart and what was coming from EVOLV—five program outputs. These include: program referral source; aggregate enrollments; status changes and flex funds.</p> <p>Team concluded some of this requires assistance from Pam to interpret and understand what might be useful for CQI. There is interest in finding out range and standard deviation. Need to normalize some of the reasons families leave the program -- consolidate terminology for terminations. Action in progress: supervisors are now entering the data for closures. Also, some work has been done to code duration consistently. Additional actions: Pam will be asked to provide definition for the reasons for closures and training to have them applied consistently.</p> <p>Team discussed seeming anomaly in use of flex funds. Supervisors will look for duplicates and under reporting. Action for John and SOH staff.</p> <p>Suggestion: categorize the type of flex funds, e.g. housing; food; utilities; transportation; medications. Action: John and Pam will work on this.</p> <p>Team noticed some duplications on EVOLV reports. Action: John will go over this with Pam. May go to staff and IT for correction.</p> <p>A preliminary, unreliable analysis of 12/1/08-2/28/09 closures show ½ of families discontinued services around 100 days. The team decided this deserves further study. But must have definitions. See actions below.</p> <p>CQIT wants to understand more of how the financial impact is going to be measured. Will be tackled later in the CQIT efforts.</p> <p>Report on team meeting participation. Need to have data input in the roles so we know who and what type of person is attending. A data collection issue. Action: train staff to distinguish between family meeting; family team meetings and family contact.</p>		

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Item #2 Eileene	<p>Satisfaction Survey</p> <p>The team looked at some things that need to be evaluated. Service: clinical; wraparound; informal supports. In addition, the SOC principles should be measured. Also cost effectiveness such as number of out of home placements and types of.</p> <p>The team reviewed Leslie's suggestions issued last week. CQIT discussed neutral third party should contact family 90-120 days after closure to query them on reasons.</p> <p>Action: Eileene, Barbara, Julie, Pam and Rebecca will generate a first draft.</p>
Item #3	<p>Stakeholder Participation – not discussed. Still on hold.</p>
Item #4	<p>Action Planning</p> <ol style="list-style-type: none">1. Review the grievance policy and discuss the value of capturing verbal complaints/grievances.2. Give some thought to adding team members from five partnering agencies to the CQIT.3. Make sure the CQIT sees the report from this week's site visit.4. Pam will be asked to provide definition for the reasons for closures and training to have them applied consistently.5. John and Pam will work on categorizing the type of flex funds, e.g. housing; food; utilities; transportation; medications.6. John will go over duplications on EVOLV reports with Pam. May go to staff and IT for correction.7. Pam will be asked to train staff to distinguish between family meeting; family team meetings and family contact.8. Julie Bourne, Eileen, Barbara and Rebecca will wordsmith a first draft of the satisfaction survey questions. They'll meet on April 28 6pm by teleconference.9. Ensure financial impact is captured in our work later. <p>Action still unresolved from previous meetings:</p> <ol style="list-style-type: none">1. Pam will talk to Janis about collecting, aggregating, trending and giving this team feedback on anecdotal comments from families.2. Pam will bring a report on referrals from CRCG to SOH.3. Develop benchmarks.4. Develop methodology for satisfaction survey (see MOM February 2009)
Item #5	<p>Any Other Business</p> <ol style="list-style-type: none">1. Site SOC Principles Evaluation interview. Interviewer was asking about satisfaction, and respondents said no formal report is being issued, data is staying on program side and interviewees were unable to point to feedback loops or improvement activities. Mention was made of our having a CQI Plan.2. John will issue the latest rev of CQI Plan and RJ will arrange to get it vetted by the program and issued to the governing Board.
Item #6	<p>Next Meeting</p> <p>Adjournment/ Next Meeting Date: May 13th 4-6pm John will check for location at YSC.</p>