

Harris County Systems of Hope Minutes of Meeting

Continuous Quality Improvement Team

6300 Chimney Rock Road

Houston, TX 77081

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Date	February 17, 2010	Time	4:40 – 6:04 PM
Team Leaders	John Prior & Rebecca Johansson	Note taker	R Johansson
Attendees	Angel Escamilla; Terin Bates; John Puder; Rachel Runge; Barbara Sewell; Julie Bourne; Eileene Chappelle; Pam Schaffer; John Prior; Rebecca Johansson; Randy Joiner; Linda Courtney. Guests: Lam Rodgers Intern from Ireland at DePelchin; Jason Lau, new evaluation liaison for SOH.		
Welcome & Introductions	John Prior opened the meeting. Rebecca adjourned it.		
Review of January Minutes	Two editorial amendments to the minutes.		
Agenda Item	Topic and Discussion		
Item #1: Caregiver Survey	<p>Update on actions from last meeting: Action: Linda Courtney volunteered to review the Spanish language caregiver satisfaction survey, but this activity did not take place. She will let John Puder know if there are any edits to be made. We will be unable to use it in Q1 telephone survey as it has not been tested and a surveyor has not been identified. Action: RJ redistributed the final Caregiver Satisfaction survey plan to CQIT in between last month's meeting and today's meeting.</p> <p>Action: Randy got the release from DePelchin and reviewed it with appropriate stakeholders. County attorneys approved / accepted the language as presented – an additional bullet that means we do not have to get additional releases for other SOH or community activities our families participate in. We can have one to cover all SOH events.</p> <p>Actions: One surveyor, Eileene Chappelle will organize a telephone survey of 16 caregivers for March. Randy will provide Eileene with names and telephone numbers by March 1st. This quarter will have no Spanish surveys. Spanish input for second quarter.</p> <p>Actions: Barbara will reconvene the survey subteam will reconvene late March or early April to plan how to get a bi-lingual or mono-lingual surveyor identified, trained and ready to conduct a survey in second quarter 2010.</p>		
Item #2 Upgrades to CQI Plan	<p>Action: Barbara looked at latest CQI plan with John.</p> <p>CQIT brainstormed ideas about which stakeholders should be included in the CQI Plan. John took notes on which stakeholders and their roles that should be included in our plan.</p> <p>Action: John will include these suggestions in the plan and bring the revision back to CQIT next meeting.</p>		
Item #3 Youth Satisfaction Survey	<p>Youth Satisfaction Survey Development: Terin Bates reported on the status of the survey instrument and pilot. The initial focus group was conducted at a YAC meeting in November, and YAC had a retreat in December to continue developing the key issues youth would like to survey. She and Angel met with Eileene and Rebecca to look over some draft questions on the first pass of a survey instrument earlier this week. A sub team of YAC will put forward a draft of the instrument and tell CQIT how they want to conduct the survey at the March CQIT meeting.</p>		
Item #4 Coaching Model & Curriculum	<p>Update on coaching model and curriculum, with the assistance of Dr. Bertram who is here this week. SOH continues to work on curriculum, staff training and some others may take place latter part of March.</p>		

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Item #5 Program Performance Chart	Status of SOH Performance Chart: P. Schaffer. Still entering data, so there has been no change since last reviewed. In process. Some information still hasn't been entered, but Pam stated the frequency could be reduced to a quarterly report. Action: John Prior will look at the CQI Plan to modify some indicators on this chart to ensure we have either quarterly or monthly reporting. Randy noted that SOH does an internal review of records and posed the question whether this data should be shared with CQIT. Action: John will add this to the CQI Plan. John reported that the most recent record review was much improved from previous reviews. Seeing improvements in better documentation completeness. More items were in the satisfactory range vs non compliance ratings on certain items. Four or less are below, but trending up. From 66% up to 88% compliant. Pam said it will have more data on it the next time CQIT sees it.
Item #6 Flex Funds	Nothing has happened as the data is trying to be recreated.
Item #7 Improvements	CQIT thought this could be feedback for program—youth voice/choice in team meetings. Dr. Bertram was consulted about how to address this in the training. Work is being done in staff development to ensure the principle of family involvement and fidelity to wrap around and not case management. In addition, Randy noted that the feedback from caregivers not expressing that they feel empowered and this will be incorporated into training as well.
Item #8 New Business	Evaluation is interviewing and vetting new interviewers.
Item #9 Next Meeting	Next meeting: YSC Room E108; March 24, 2010; 4:30 – 6:00pm