

# Harris County Systems of Hope MINUTES OF MEETING

*Continuous Quality Improvement Team*

6300 Chimney Rock Road

Houston, TX 77081

<b>Date</b>	March 24, 2010	<b>Time</b>	4:40 – 6:00 PM
<b>Team Leaders</b>	John Prior & Rebecca Johansson	<b>Note taker</b>	R Johansson
<b>Attendees</b>	John Prior; John Puder; Rebecca Johansson; Pam Schaffer; Julie Bourne; Eileene Chappelle; Jason Lau		
<b>Welcome &amp; Introductions</b>			
<b>Review of February Minutes</b>	Accepted as spello in an attendee's name was corrected.		
<b>Agenda Item</b>	<b>Topic and Discussion</b>		
Item #1: <b>Caregiver Satisfaction Survey</b>	<p>Update on actions from last meeting:</p> <p><b>Action:</b> Linda Courtney had volunteered to review the Spanish language caregiver satisfaction survey. She sent a written comment page and John Puder volunteered to make the changes. We plan to use this instrument for the 3<sup>rd</sup> quarter survey.</p> <p><b>Action:</b> The final Caregiver Satisfaction survey plan was sent by Eileene to CQIT.</p> <p><b>Actions:</b> Eileene Chappelle organized the telephone survey for Q1 2010. Update: All surveys were supposed to have been in to John by Friday. Those surveyors who need additional names, Eileene will be sending those shortly. We granted ourselves an extension until April 9<sup>th</sup>.</p> <p><b>Actions:</b> Barbara volunteered to reconvene the survey subteam to plan how to get a bi-lingual or mono-lingual surveyor identified, trained and ready to conduct a survey in second quarter 2010. Update not available today.</p> <p>Eileene went over the consent and re-consent issue. Randy changed the form to prevent the need for re-consent.</p> <p>Eileene suggested we use Survey Monkey in future as an adjunct to F2F and telephone. John went over the dilemma of knowing who has or hasn't responded. CQIT decided not to pursue at this time.</p> <p>Eileene mentioned a correlation between caregiver satisfaction and outcomes. Suggested we work with Evaluation Team to code and correlate. CQIT discussed how the data would be matched to outcomes. Eileene will add a paragraph to our CQI Plan so we all know what we agreed to.</p>		
Item #2 <b>Upgrades to CQI Plan</b>	<p><b>Action:</b> John Prior included last month's suggestions in the plan. CQIT reviewed new version. He upgraded the stakeholder's table. We revisited the notion that we'd leave the operational part of the plan alone until after Dr. Bertram's training takes place later this week. CQIT approved Revision dated March 24, 2010. Will look over the performance chart April meeting.</p>		
Item #3 <b>Youth Satisfaction Survey</b>	<p>Youth Satisfaction Survey Development</p> <p>Ready to pilot test the instrument. Eileene is working with Randy to implement by end of Q2.</p> <p>YAC want to be peer surveyors. One idea is to have only one surveyor lead the questioning and the respondents use a paper instrument to circle responses. They also want to reorder the scale slightly. We agree. We'll leave the caregiver survey as it is until we revise it next year.</p> <p>Magno has suggested we design the survey to be given during a social event for youth. We need to work out the double consent for minors.</p> <p>Eileen and Randy will work out the implementation of the test pilot and advise. Pam will check with Randy to get some direction.</p>		

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Item #4 <b>Coaching Model &amp; Curriculum</b>	Update: Training kicks off tomorrow. 60 persons are enrolled.
Item #5 <b>Program Performance Chart</b>	Status of SOH Performance Chart: P. Schaffer. <b>Action:</b> John Prior looked at the CQI Plan to modify some indicators on this chart. CQIT will evaluate whether we have the appropriate indicators. We will challenge ourselves to have the quarterly report available to CQIT at our next meeting in April. We will then decide what, if anything, we should take to the sustainability retreat. We also need to think ahead to what CQIT will want to sustain once the Evaluation project is complete.
Item #6 <b>Flex Funds</b>	Status: Pam is working with IT to understand how the data is running. Will re-evaluate and try to have a report by April that we can give to CQIT.
Item #7 <b>Improvements</b>	Rebecca learned about free classes for reducing caregiver strain. Will send link to see if program wants to add to community resources. <a href="http://www.ultimatememorial.com/2010/03/course-teaches-caregivers-take-care-themselves">http://www.ultimatememorial.com/2010/03/course-teaches-caregivers-take-care-themselves</a>
Item #8 <b>New Business</b>	Eileene suggested we write a poster presentation on caregiver and youth satisfaction for next year's Research Conference in Tampa. CQIT agreed to pursue this.
Item #9 <b>Next Meeting</b>	Next meeting: YSC Room E108; April 28, 2010; 4:30 – 6:00pm Pam will book this room for 12 months out.