

Team Name Meeting Minutes

Meeting Date	May 3, 2013	Meeting Leader	Juliette Reese
Meeting Time	9:00	Meeting Scribe	Juliette Reese
Meeting Location	Go To Meeting	Next Meeting	Not scheduled

Attendees:

Tracy Buchanan	Donna Dungan			
Ben Banahan	Charles Terry			
Kris Jones	Tamela Harris			
Cindy Dittus				

Agenda:

This is the 3rd meeting being January 9, 2013, Feb. 6, 2013 and May 3, 2013.

Considerations for selecting a Measure of Outcome for Quality Improvement

Discussion

Consider:

-the outcome measure to be used is for quality improvement not accountability?

-factors that influence outcome

-at what point in the care is the outcome to be measured?

-baseline focus that identify problems, comparisons and/or opportunities for improvement and motivation for change

-verifying accuracy

Notes and comments made at the Go-to-meeting on-line discussion are as follows:

Comments were made to focus and define the approach for assessing quality:

-home base services vs institutionalization= global measures needed as focus for service utilization and administered quality

-potentially 1-2 sets of measures, who, what, how long to process (static indicators) and personal outcome that addresses the quality by the person and their needs with the service providers role

-quality of life-defined by person/s, supportive networks, goal-oriented,

-develop a process that supports input from person receiving services. connection vs disconnection by supportive, and sustainability for future measures and quality

-we must be sure to line quality measures with the Division of Medicaid requirements to include:

-Service outcomes along with measureable data inclusive to current status of task=data collection protocol for service data, plan from sv team, RFP that may lead to outsourcing

MDRS has some measures in place that incorporates quality

Possible starting point is to view other data sets and define our procedure using history of what is already accessible

Collaborative effort of other entities/agencies toward common goals for data collection

MDRS and DMH collects a lot of data and the outline of what potentially can become the quality for outside influence and motivators

A. Conclusions

We cannot define quality for a person versus the person defining his/her own quality versus an entity or program defining what quality is for that person

Action Item	Person Responsible	Completed/Needs to Be
Survey consumers	Juliette Reese	Near future

Quality Assurance Data Meeting Minutes

Meeting Date	August 26, 2013	Meeting Leader	Juliette Reese
Meeting Time	11:00	Meeting Scribe	Juliette Reese
Meeting Location	Louisville MS	Next Meeting	

Attendees:

29 consumers of mental health services				

Agenda:

- A. Discussion-Explanation to consumers of "No Wrong Door" and the changes related to Medicaid. Consumers gave their opinions, thoughts and feelings about moving forward.

How do you feel quality assurance should be measures based upon your needs? What do you want?

- B. Conclusions

Categories identified at meeting include: Support Systems and/or lack of support; Transportation; Housing; Medical

Support System-systems include family, church, community resources

(Positives)

Family available
Church family
Friends
Relatives

Support System

Negatives:

No support system available

Vulnerable to them and aware of being taken advantage of but have no other help

Feeling like an inconvenience

Lack of trust

Transportation:

Medicaid Transportation is limited to doctors

(Pharmacy, grocery store, rural locations where other needs are not met

Taxi or friends charge \$10-16 per trip if they have time

Kids are hurting due to lack of transportation

No one to help when you get to where you are going (medical buildings) or lack of support

Housing

Section 8 limits to 3 years with no other option to rent at same location

Long waiting list, cannot afford location in walking distance to town in rural areas

Appropriate housing for kid's sake

Knowledge needed

Literacy on computers needed at the level

Psychosocial programs help with providing more knowledge now

Skills and job readiness needed

Role play or modeling to help with knowledge

Lack of access especially in rural area

C.

Action Item	Person Responsible	Completed/Needs to Be
Share this information at next Work Group meeting to incorporate with assessing quality	Juliette Reese	Within one month schedule a meeting