

Quality Management Committee
Thursday, January 26, 2006
Meeting Minutes

Meeting Objective:

Brainstorm and further develop potential outcomes of services using the work we have already completed on outcomes and values.

 Announcements

- ☀ ListServe is in the process of being implemented
- ☀ Karen Topper will be contacting members of the committee to discuss ideas on how to conduct the Focus Forums
- ☀ Steering Committee continues to meet two (2) weeks prior to the scheduled meeting.
 - Contact Annie, Sheila, Jerry, Joe or Stephen with suggestions for Agenda Items
- ☀ Parking Lot items will continue to be written down to be included on the agenda at a later date

 Break Out Groups

- ☀ Process was discussed for those that missed the last meeting
- ☀ Work from last meeting was put into a “crosswalk” to show where the ideas would fall under the CMS Framework
- ☀ Right now we are working on getting ideas, thoughts and concepts on the table, appropriate language will come later in the process
- ☀ More structured exercises to make it easier to focus in the smaller groups
- ☀ Each group should contain a consumer and family member
- ☀ Broke out into two groups
 - Each group received 4 value cards
 - Look at the card see where it falls in the work that has already been done
 - Start working on developing more definitive language
- ☀ Two groups shared information (see attached documentation)
 - Suggestions made on this process
 - Have the groups switch value statements to get a more complete picture
 - General consensus was that we should develop and refine the outcomes before moving then move on to working on indicators
 - There are two “statements” left that need to be worked on

Parking Lot

- ☀ 211 (left from 12.22.05 Meeting)

- ✚ **People should know about and be able to assert their rights (right to disagree with MD or other professional)**
 - Education on individual rights on services will be provided in a way easy to understand
 - Individuals guardian and support staff shall be informed of their rights
 - Grievance – complaint – appeal – understand the process
 - Individual receiving services shall receive information about guardianship as well as alternatives to guardianship
 - POA
 - Representative Payee
 - Portions of guardianship (medical or financial)
 - Elderly Fears
 - Terrified of being put in nursing home
 - Afraid to ask for second opinion (MD may get mad)
 - Dignity – Respect – Integrity – Honesty
- ✚ **Be supported in their own self-determination and autonomy**
 - Service provider will receive direction from individuals receiving services.
- ✚ **Not having to live in poverty**
 - Supported employment services
 - People will have opportunities to work in the job of their choice without losing benefits
 - Access to Housing
 - People will have freedom of choice as to where they will live (and receive support services where they want to)
 - People will be able to access information about various services (fuel assistance, section 8, meals on wheels etc.,)
- ✚ **People will be serviced using creative and best practices**
 - Services will be provided in a manner that best meets each individuals unique needs as determined by the individual and the people of their choosing
 - Individual will have options to self-direct and choose how resources will be used
 - Services will be provided by support staff who are well informed
 - Well trained and flexible
 - Competent and informed
 - Aware of constant need to improve
- ✚ **Be supported to make informed decisions**
 - Each program will have far reaching targeted outreach so under-served potential consumer populations will be able to receive information to make informed decisions
 - Accessible and appropriate formats available
 - Once consumer information will continue to be accessible so consumer and make ongoing informed decisions.
 - Creating an environment that promotes the consumer having the freedom and the skills to make an informed decision which is in their best interest
 - Person centered active listening

- **Person centered information gathering and planning with holistic response to consumer need**
- ✚ **Be served through appreciated and educated providers and care givers**
 - **Baseline for competency appropriate for program**
 - **Orientation and training (that includes values and missions of the organization)**
 - **Flexible training to meet client needs**
 - **Supported care giving as a profession (appreciation day, incentives, making them part of the system)**
 - **Value care giver input**
 - **Attract people into the who view care giving as a profession and a career**
 - **Need to be trained to/for the consumer they are working with, flexibility**
 - **Technical assistance provided to an extent**
 - **Utilize existing educational systems**
- ✚ **Live in the environment of their choice appropriate to their circumstance**
 - **Availability of services and supports**
 - **People will live in the least restrictive environment that is accessible to them**