

## PQI Agenda

**Date: June 13/2019**

Follow up from last month:

- Stats → Zelinda was going through critical incident reports. However, with her being away at this time we need to figure out how to get that data now. Valerie is up to changing the hours on the statistics so that it is not a wide range.
- Cl's → Ladies floor from Crossroads:
  - After chatting with Bob, we may remove the idea all together. The floor does not seem to be safe anymore so we may see a lot of changes there.
  - Marked increase in activity after the death of a client.
  - The Street Outreach team will now be contacting employees who are most likely sitting at a desk so that the Cis can be documented and reported.
- Leah is joining the PQI team representing the ACT/ICM program

File Audits:

- BBI, Mission Flats, Crossroads, ACT/ICM, Surge
- Surge → Pretty good. Approximately 3-4 files where the consent form is on the wrong side. The mock file was missing the referral and intake form.
- Crossroads → Some clients have been at Crossroads for many years so there are some documents outdated such as the consent forms. The front labels are missing for some files.
- Mission Flats → The labels do not match with what is in the file (more in the file than on the mock file label). There are some files that did not have the same label as the mock file. The goals/wellness plan was incomplete.
- ACT/ICM → There are no labels on the files. Some files the last name is not capitalized.
- BBI → The closing summary was not clear on the file. Some files the last name is not capitalized. Some files that were not signed (ex. Consent forms).

Partner Organization Survey

- For any feedback, our baseline is 75%. Michael sent survey to approximately 60 organizations. We received 21 responses.
- Because the number of responses is not up to 75%, we may not be able to use this data.
- Michael will look at the major organizations that we did not hear from yet and make another push to get more responses back.
- Every 2-3 months we will be sending out surveys and reviewing them at PQI.
- We received the most feedback on professionalism and collaboration. May be an idea to have some training sessions for management and staff.

PQI Etiquette

- When we make recommendations, it is presented to the Management Team which is then brought to the Board for further discussion if anything needs to be implemented.

Next Month

- Today is Darcy's last day. Rachel is to replace Darcy
- Next meeting is Jaimie's last.

- Penny will join PQI in September.

### **Next Month Meeting**

**Date & Time:** July 9 @ 1:30

**Who's taking meeting minutes:**

**Mandatory Agenda Items:** File Audit Group Three (Fairhaven, Blue House, HLH, Tina Baptiste)