June 5 PQI Minutes

MEETING OPENS – 1:00 PM

Pension Update

- Cassie reads a memo that explains management is in the process of signing on to a new provider and that there is no progress on the matter now.
- The group questioned if we can get the minutes from that correspondence when they become available

Succession Planning

- The group began a discussion around the future of PQI and plans for filling Laura's shoes when she leaves the committee
- Kim stated she would be willing to take over the lead role.
- This lead to a larger discussion around nailing down some concrete parameters regarding the term for PQI team members and how we will go about exiting current members and adding new ones.
- No decision reached at meeting.

Previous Recommendations

- The group discussed recommendations made at the March 2018 meeting. Laura stated she does not know if they have made it to Val yet.
- Regarding the use of full names or "pp" on incident reports Kim questioned why we can't simply use full names
- Jamie clarified a conversation between Val, Dale, and herself where it was determined that full names are fine to use on incident reports
- Continuing with incident reporting, Kim noted the need to communicate to staff that the writing in these reports needs to be kept short, simple, and only objective. I.e. not "he was drunk" but rather explain the signs and symptoms that lead writer to make this claim.
- Regarding how to refer to individuals in case notes/reports, Cassie notes that in previous work experience she has learned that the industry frowns on the use of the word "client"
- Group agrees that "pp" is acceptable for case notes

RECOMMENDATION: Leanne to bring the group what she is working on regarding proper training around how to write case notes and CI reports. Once this is ready it will be brought to Val for support before being brought to all staff meeting.

- Laura will bring recommendations from March meeting to Val

Satisfaction Surveys

- Review of client satisfaction surveys is bumped to next meeting
- Group discusses the development of a spreadsheet to better tabulate the results
- Leanne to bring her spreadsheet formula to the next meeting

Health and Safety Incident Review

- Laura questions if we came up with a framework for compiling the data from these reports
    - Group agrees we did not but luckily Laura did so on her own
- Laura shares her audit template with the group.
- Kerrie notes that we need more information around when exactly a CI report is needed.
    - This is still vague, but the group notes it should be when 911 is called and/or an LOS is requested
- Group goes over Laura's proposed audit sheet and makes some recommended omissions and additions.
    - Removed degree of injury, summary, and recommendations sections. Added staff involved and individuals involved sections
- Group did audits of CI reports

RECOMMENDATION: Within the CI reporting on Sharevision the format for the writer should be the same as individuals: Last Name, First Name.

RECOMMENDATION: Within the CI reporting on Sharevision there should be sections added for "other staff involved" AND "other individuals involved". They are currently just one section.

- Laura notes there should also be a section added to the audits that notes an overdose was involved and if naloxone was administered
- Going through audits has revealed several CI reports have no information regarding the individual involved

RECOMMENDATION: Within the CI reporting on Sharevision there should be certain sections that have to be filled for the report to be saved.

PQI Length

- Laura says we will be changing the PQI meeting length to two hours (1:00-3:00)

MEETING ADJOURNED - **3:05 PM**

Recap of recommendations from this meeting:

1) Leanne to bring the group what she is working on regarding proper training around how to write case notes and CI reports. Once this is ready it will be brought to Val for support before being brought to all staff meeting.
2) Within the CI reporting on Sharevision the format for the writer should be the same as individuals: Last Name, First Name.
3) Within the CI reporting on Sharevision there should be sections added for "other staff involved" AND "other individuals involved". They are currently just one section.
4) Within the CI reporting on Sharevision there should be certain sections that have to be filled for the report to be saved.