

PQI Monthly Meeting Minutes

Date: July 9, 2019

Who's taking meeting minutes: Jackie Floyd

Attendance (First and Last):

1. Mike McDonald (Management)
2. Sydney Prescott (CLBC)
3. Jackie Floyd (Human Resources)
4. Alison Thompson (Transitional Housing)
5. Scott Wright (Transitional Housing)
6. Melissa Collick (Outreach)
7. Jaimie Godard (Health Navigation)
8. Angela Papou (AASH – Merritt)

Absent (First and Last):

1. Leah Pascoe (ACT/ICM)
2. Rachel Tonn (Housing Outreach)

Follow up from last month:

- Last month the PQI team went over the survey results. One major trend was in regards to professionalism at meetings with community partners.
- Mike had a chat with Bob about the survey results.
- Reached out to TRU within the Social Work program to see if someone would like to talk about professional communication and speaking in the community.

Partner Organization Survey

- Mike and Bob discussed when to distribute a survey to Partner Organizations. We will send out the surveys around this time of year and then in the Fall, have a meet and greet with the partner organizations.
- Expect to see that in Merritt next Fall and then continuing with this in other communities.

Getting Ready for Re-Accreditation

- Mike met with Bruce about COA
- Need to start to prepare for re-accreditation
- Bob and Mike picked names for who will take over moving forward. However, nothing is set in stone.
- Come up with at least two outcomes for each program to gear up for re-accreditation
- If we want something to be brought up, Mike is able to bring it up to the Board and attend a Board meeting

Future of PQI

- May 2020 someone will need to replace Mike as the PQI Team Lead. If you are interested in taking over in May, please send Mike an email

- The Community at Large survey will be held off until Fall 2020
- Mike will be delegating more tasks to members on the PQI team.
 - Jackie and Mike will work on the Client Satisfaction Survey together
 - Melissa and Mike will sit down to review Critical Incident Data

File Audit

- From now on, we will be doing one of two things for file audits
 - 1) Meeting once a year (couple of people to meet to do files) OR
 - 2) Keep doing it at PQI meetings
- Mike will come up with strategy on how to proceed with file audits
- Fairhaven – all forms were in the file but many were not filled out and signed (ex. name inconsistencies, emergency contact information is not consistent)
- Tina Baptiste – all forms in the files but some were not signed
- HLH – Very good

PQI Movement

- Today was Jaimie's final meeting
- Stacia Hicks will be taking over for Jaimie

Next Meeting

Date & Time: September 12, 2019 at 1:30pm