

**PQI Meeting Minutes
December 16/2019**

In attendance:

Melissa Collick (SHOP)
Leah Pascoe (CLBC and ACT/ICM)
Sydney Prescott (CLBC)
Lorin Owen (CLBC)
Bruce Hardy (Consultant)
Angela Papou (Merritt)
Rachel Tonn (Housing)
Kelsey Prinz (Maverick)
Scott Wright (Henry Leland House)
Michael McDonald (Admin)

Absent:

Jackie Floyd (Human Resources)
Judy Foreman (Health Navigation)
Stacia Hicks (Crossroads)

Follow up from last month:

- Exit Reporting
 - Starting January 1 all sites will be required to submit an exit report along with move out documents when exiting a client. This document will be sent to property services as well as PQI and we will review the reports monthly. The goal of this is so we can begin to track the reasons that we are exiting people from each program and to see if we can identify trends. This will allow us to provide better resources to programs based on the reasons for exit. It will also allow us to create some parity among our programs when it comes to what warrants an exit.

Monthly Mandatory Task's (refer to PQI Activity Schedule):

- File Audit Group Five (AASH Kamloops, MHASH Kamloops, AASH Merritt, and Housing Merritt)
 - AASH Kamloops:
 - One file was missing a program agreement. SoBI file.
 - MHASH Kamloops:
 - Uncertain as to what the intake form should be. Missing release of information from multiple files. Consent missing as well.
 - AASH Merritt:
 - Perfect Files
 - Housing Merritt:
 - One missing client and community, one or two missing PQI stickers. One file had an incomplete intake form. Two closed files did not have a closing summary.
- Staff Feedback Survey Review
 - We ended up receiving just over 50% for a response rate which will become the target for responses moving forward and these responses will be our baseline for this survey
 - The feedback we received was mostly positive. There is no element of the feedback that is of concern and staff appear to be happy with their employment with ASK Wellness.

Category	Clients	Partners	Employees	Community
Mission Statement	4.3/5	4.2/5	4.2/5	Coming in
Ethics	4.4/5	4/5	4.4/5	2020
Professionalism	4.6/5	4/5	4.2/5	
Collaboration	4.5/5	3.9/5	4.5/5	
Core Values	4.5/5	4.5/5	4.5/5	
Knowledge	4.6/5	4.3/5	4.1/5	
Safety	4.6/5	3.9/5	4.2/5	

There were only two options for commenting on this survey: one for any general comments and one for what staff would like to see in terms of social functions. For general feedback, most of the comments were simply people saying how much they like working for ASK. There are some one-off comments around a need to increase communication, an issue with the social fund, and a call for more job-specific training. For social activities, people want to see more. A common theme is staff want to be doing more social activities that get them introduced to people who work at other sites and a call for “quantity over quality”.

FEEDBACK:

- Seem to be tossed together really quickly – felt by a lot of staff
 - Be more intentional about what we are doing
 - Response from Bob about how we can respond to this
 - Family friendly events
- Would like to see people being recognized for years of service
 - Used to happen at staff meetings/retreats
- Xmas party too loud. Too expensive.
- Paying for social activities – make people more aware that they may be paying for others
- Make survey twice per year, smaller survey
- Prior to the survey, reach out to all staff and ask what should we be asking that we aren’t currently asking.
- Doing it all together at a staff meeting will still create a problem due to low turnout. Making it part of the supervisory check in as well.
- All Surveys: Multiple questions in a survey question. Need to only ask one thing.

Additional Agenda Items

- Bruce
 - Emphasis on the fact PQI doesn’t have to do anything, simply comment on what others are doing.
 - Once it becomes clear PQI will work with raw data programs will have a hard time creating their own summary data
 - When making recommendations don’t do managements work for them. Wages for example, make a recommendation and expect some form of response.
 - Example: staff turnover is up, grievances are up, is there a correlation?

Next Month Meeting

Date & Time: January 16/2020

Mandatory Agenda Items:

- PQI Plan
- Critical Incident Review