

PQI Meeting Minutes October 2019

Date: October 17/2019

In Attendance:

- 1) Michael McDonald (Management)
- 2) Kelsey Prinz (Maverick)
- 3) Sydney Prescott (CLBC)
- 4) Chad Romaniuk (CLBC)
- 5) Leah Pascoe (Rapid Rehousing)
- 6) Stacia Hicks (Crossroads)
- 7) Angela Papou (Merritt)
- 8) Melissa Collick (Outreach)
- 9) Rachel Tonn (Housing Outreach)
- 10) Scott Wright (HLH)

Absent:

- 1) Jackie Floyd (HR)
- 2) Jaimie Godard (Bridgeway)

Follow up from last month:

- Critical Incident Stats
 - Michael met with Bob and went over our findings with the most notable being the large amount of CI's being written that did not need to be. He agreed this is an issue and would like PQI along with Operational Health and Safety and the coordinators to come up with new guidelines and a training regime around CI's so this stops.
 - Michael then met with Valerie from OH&S to discuss the findings and together they came up with an initial set of parameters around what should and shouldn't be reported in a CI. The changes are minimal but given the types of unnecessary CI's that were being created they should have a positive impact. The changes are:
 - We will no longer write a CI for a false fire alarm unless the fire department shows up.
 - No changes for police calls. Still write CI's anytime police are called.
 - For ambulance calls we will only create a CI when:
 - a) a client is transported by paramedics;
 - b) a paramedic attends and provides a medical treatment; or
 - c) a paramedic attends and recommends transport and/or treatment but the client refuses.
 - Additionally, Valerie and Michael discussed creating an alternate form on Sharevision that will be called a "Situation Report". This is where things like false alarms will be documented as it is still important that we keep stats on this, however it is currently skewing our CI numbers/stats.
 - Finally, Valerie and Michael discussed how we ensure staff are made aware of this and are regularly reminded. The game plan is to do short role-playing information sessions (15 minutes max) twice a year at all-staff meetings.

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

- Client Feedback Survey Review and Aggregation

Category	Score
Mission Statement	4.3/5
Ethics	4.4/5
Professionalism	4.6/5
Collaboration	4.5/5
Core Values	4.5/5
Knowledge	4.6/5
Safety	4.6/5

PQI Recommendations as a result of this feedback: none at this time.

Additional Agenda Items

- New Task From CEO
 - Bob would like us to create a tracking form that will go into all housing files when closed that explains the details around exiting a client so we can keep track of why/how often we are exiting people and who's not making it. Then we would review the exit data monthly to provide feedback to him, Kim, and the coordinator of the program.
 - Michael to create this document and submit it for review at the November PQI meeting.
- Updated PQI Succession Plan
 - All committee members review and approve the updated succession plan.
- Staff Feedback Surveys
 - Due to a mix up with the survey these results will not be available until the November meeting.
- Jaimie's Final Meeting (Health Navigation to replace her)

Next Month Meeting

Date & Time: November 14/2019

Mandatory Agenda Items:

- Staff Feedback Survey Review and Aggregation
- File Audit Group Four (Third Party, SHOP, Maverick, Juniper House, and Spero)