

PQI Committee Meeting Minutes

Date: January 21, 2021

In attendance: Michael McDonald, Melissa Collick, Amy MacDonald, Andrina Tenisci, Puneet Malhi, Andrea Terakita, Megan Nelson-Smith

Absent: Christine Leicester, Angela Papou, Tilia White

1. Introduction

- Introduced new member, Andrina Tenisci, to the PQI team. Andrina is transitioning into Michael’s role of the COA Implementation and Communications Specialist position

2. Follow up from December Meeting

- No follow-up items

3. New Business

- Review Client Feedback Results
 - a. Round table discussion on feedback from program survey handouts
 - *Melissa:* suggested including an incentive to complete the survey, as her folks typically need some motivation to sit down and complete paperwork.
 - Suggestions included candy and gift cards
 - *Puneet:* found increased interest in the survey feedback when staff were able to sit down and assist the client(s) in completing the survey. A successful approach was treating it more as a conversation.
 - *Amy:* caught more people willing to complete the survey in the evening. Typically in her experience survey was more often completed alone in their room and dropped off to staff
 - *Megan:* clients typically were rushed and lacked time or energy to complete
 - *Andrina:* received feedback that the survey was too complex for some clients. Suggestions included a pictograph rather than numerical scale and that questions could be shortened and simplified. Suggested single question rather than lead statement and follow-up question
 - At ASK Wellness, it is our mission to provide outreach, housing, health, education, employment, and emotional support services for the marginalized and persons at risk. To what level do you agree that we are achieving our mission? (rate 1-5)
 - At ASK Wellness, they provide outreach, housing, health, education, employment, and emotional support services for the marginalized and persons at risk. (rate on scale)





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- Critical Incident Data Review
 - Alarming amount of CI's reported, half of which came from Burdock
 - A lot of CI's focus around mental health issues, team is feeling a lack of support from Mental Health mobile team in Penticton.
 - Community Care Response Team (CCRT) can be difficult to connect with, particularly in times of mental health crisis that then lead on-call staff to call 911 or RCMP
 - Over-reporting of unnecessary CI's has decreased, 179/189 reported were justified
 - Naloxone administered at triple the rate of previous quarters. Highlights the need for training staff on how to properly administer naloxone as it is saving lives every day.
 - Discussion of adding as requirement within onboarding process
 - **ACTION ITEM:** Michael to connect with Valerie to clarify current processes
 - **ACTION ITEM:** Amy to send Michael 'Overdose Response Training' list from Penticton
 - Partially as a result of increased overdoses and naloxone administration, client injuries skyrocketed this quarter
 - discontinuation of CERB
 - seasonal/weather impact on mental health paired with the stress of COVID
 - drug alerts were not prevalent during this quarter
 - 4 client deaths: all resulted from individuals using alone, naloxone not administered
 - Most common time of CI being reported was between 12pm and 4pm
 - Drug Testing Discussion
 - Penticton: Amy tests with the benzo strips and sends reports over email to IH Harm Reduction Coordinator. Fairhaven will grab drug samples during an overdose and bring them to Amy for testing.
 - Training on drug sampling for staff was suggested
 - IH typically will not put out a report unless it is confirmed via the FTIR
 - Currently viewed as 'presumptive' results when confirmed via benzo strip
 - UBCO is bringing an FTIR to Penticton, so hopefully that will increase the amount of alerts being reported
4. For Next Meeting
- File Audits **ACTION ITEM:** Michael and Andrina to coordinate audit dates and times
 - a. Tina Baptiste and Carson: Andrea
 - b. Three Eagles and Tradewinds: Megan
 - c. Stollery Suites: Melissa

5) Next Meeting

Date & Time: Thursday, February 18th at 1:15pm