

PQI Meeting Minutes

Date: September 29, 2021

Time: 1:15pm – 2:45pm

Attendees: Andrina Tenisci, Angela Papou, Geyna Diachuk, Amy MacDonald, Tillia White, Kyle McKenna, Theresa Mantha, Melissa Collick, Megan Nelson-Smith

Absentees: Keith Girard, Robyn Sigalit

Agenda

1. Introduction of New Members
 - a. Theresa Mantha
 - b. Kile McKenna
2. Follow Up from Last Month
 - a. Circulation of Community Survey
3. Program-Participant Sub-Committee Report
 - a. Summary Presentation - Robyn
4. New Business
 - a. Critical Incident Q2 Review (June, July, August)
 - b. Critical Incident Data Tracking – Calendar
 - c. Tear Out Sheets
 - d. Employee Engagement Survey
 - e. Update on COA
5. Open Table
6. For Next Meeting
 - a. Housing Outcomes Exit Data Review (July, August, September)
 - b. Streets and Health Outcomes Review
7. Next Meeting
8. Date & Time: October 28th, 2021 @ 1:15 pm

Follow Up from Last Month

Circulation of Community Survey

- **Action:** Community Survey results will be sent out to PQI members week of October 11, 2021.

Program-Participant Sub-Committee Report

- Presented by Amy MacDonald due to Robyn Sigalit being absent.
- Sub-committee held a meeting on September 28, 2021, to discuss most efficient way to get feedback from Program Participants.
- **Discussion:** Most efficient way to get feedback from Program Participants. How to get better engagement without putting more work on one Coordinator.
 - Suggestions:
 - Online feedback sent to sub-committee.
 - Program Participants leave a voicemail that will get sent to sub-committee.
 - Verbal conversations.
 - Suggestion box.
 - Voice to text email.
 - **Discussion:** Create an email that all Program Participant feedback will go to.

- Ensure someone reviews and assesses trends.
- **Action:** Follow up at next sub-committee meeting.

New Business

Critical Incident Q2 Review (June, July, August)

- **Discussion:** What data trends are noticed.
 - Amount of violence toward staff.
 - Not tracking anything related to property damage. Not violence if no one is present.
 - **Action:** Track property damage in place of maintenance issues or add it to the critical incident report.
 - Burdock has a lot of violence toward staff.
 - Fairhaven has a lot of critical incident reports, but they are from the same few Program Participants.
 - Administering a lot of naloxone. Staff have been administering and not calling 911.
 - Operating wait time calls are 15-20 minutes.
 - **Action:** Talk to Karly Bradley and Jeremy Cain about overdose and policy follow up about calling 911 after an overdose.
 - **Action:** Andrina is going to add the category “administered by staff (+ comm)”
 - Positive trend for staff injuries.
 - Client injuries are high.
 - 911 calls are tracked by fire, ambulance, and police.
 - **Action:** Add an option in the critical incident report that says 911 was called initially, and they were called again to ask them to not attend.
 - Train staff to know when to call certain emergency services.

Critical Incident Data Tracking – Calendar

- **Action:** Andrina is going to create a schedule where each person must compile the monthly critical incident reports.

Tear Out Sheets

- **Discussion:** A paramedic was concerned about the Social Insurance Number that is on the tear out forms.
- **Action:** Andrina is going to ask Kim Galloway to send in all of the tear out sheet templates that the coordinators use so we will have a consistent document.

Employee Engagement Survey

- **Discussion:** Is it beneficial for staff to see the employee engagement survey results.
- **Discussion:** Benefits of having a third party complete the employee engagement survey.
- **Action:** Andrina is going to have a discussion with the People Experience team to see if the data can be shared.

Update on COA

- Mock audit on October 18, 2021.

For Next Meeting

- Housing Outcomes Exit Data Review (July, August, September)
- Streets and Health Outcomes Review

Next Meeting

Date & Time: October 28th, 2021, @ 1:15pm