

Quality Council Minutes

Date: February 6, 2002

Time Started: 10:00 AM

Time Ended: 12:00 PM

	1/9	2/6	3/6	4/3	5/1	5/29	6/26	7/24	8/21	9/18	10/16	11/13
[REDACTED], Counseling, Testing and Support Services Coordinator		✓										
[REDACTED], Electronic Health Record Manager	✓	✓										
[REDACTED], Director for Quality Improvement	✓	✓										
[REDACTED], Mental Health, Addictions and Health Promotions Director	✓	✓										
[REDACTED], Lab Supervisor	✓	✓										
[REDACTED], Human Resources Director		✓										
[REDACTED], Staff Physician		✓										
[REDACTED], Development & Communications Office Manager	✓	✓										
[REDACTED], Nurse Manager	✓	✓										
[REDACTED], Community relations Coordinator		✓										
[REDACTED], Chief Operating Officer		✓										

Issue	Conclusion/Recommended Next Action	Action/Follow-up - Responsible Staff Next Deadline
1. Minutes	<ul style="list-style-type: none"> Accepted as written 	<ul style="list-style-type: none"> None
2. Work Culture Survey (WCS)	<ul style="list-style-type: none"> [REDACTED], Research Analyst and [REDACTED] presented the results of the WCS. Discussion resulted in two major Council recommendations: <ul style="list-style-type: none"> The comment section will be put in synopsis form for general distribution. Full comments will be available upon request. (Full comments will be presented to the Posse, Quality Council, and Management Team.) The Council agreed to look further at three 	<ul style="list-style-type: none"> The Council will continue discussion of the WCS at subsequent meetings. The Council will develop Customer Service Quality Indicators from three questions by 6/02.

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	<p>areas that showed the least improvement form the '99 survey. The include Q2 – recognition and appreciation, Q4 – Suggestions being listened to and fairly evaluated, Q15 – receiving sufficient training.</p>	
<p>3. 180 Reviews</p>	<ul style="list-style-type: none"> • The Management Team has yet to meet with [REDACTED] to discuss 180 reviews. The next possible date will be in April. 	<ul style="list-style-type: none"> • [REDACTED] will provide an update after he meets with Management Team.
<p>4. Possé Mimacusté</p>	<ul style="list-style-type: none"> • The Possé is currently gathering information for Customer Service Quality Indicators by department. [REDACTED] consultant, is meeting with departments to assist in identification. 	<ul style="list-style-type: none"> • [REDACTED] will report progress of the Possé to the Council at subsequent meetings.
<p>5. Exit Interviews</p>	<ul style="list-style-type: none"> • Discussion concerning the effectiveness of the current exit interview process resulted in the following recommendations: <ul style="list-style-type: none"> ○ A feedback loop to department heads. ○ Ongoing trend analysis. 	<ul style="list-style-type: none"> • [REDACTED] will report the results of the surveys as they become available.
<p>6. HIPPA</p>	<ul style="list-style-type: none"> • The Council discussed HIPAA and its relationship to general federal requirements, state regs, and JCAHO standards. • The Council agreed that a HIPAA committee should be formed reporting to the Council. Suggested members include: <ul style="list-style-type: none"> ○ [REDACTED], Medical ○ [REDACTED], Mental Health ○ [REDACTED], Medical Records ○ [REDACTED], Quality Improvement ○ [REDACTED], Research 	<ul style="list-style-type: none"> • [REDACTED] will contact the suggested members and schedule a meeting.

	<ul style="list-style-type: none"> <input type="radio"/> [REDACTED], Research <input type="radio"/> [REDACTED], IS <input type="radio"/> [REDACTED], Finance 	
<p>7. Council Membership</p>	<ul style="list-style-type: none"> • The Council welcomed [REDACTED] from the Research Department as a member. • [REDACTED] decided not to join the Council. 	<ul style="list-style-type: none"> • None

Meeting Schedule:

Date:	Location:
March 6, 2002	7 Haviland St. / Room 319
April 3, 2002	7 Haviland St. / Room 319
May 1, 2002	7 Haviland St. / Room 319

Parking Lot: The "parking lot" is a quality improvement device used to record ideas and thoughts not to be acted on immediately but recorded for future consideration. Parking lot issues will be recorded in the minutes until acted on or discarded by the Council.

- Policy and procedure manual "on line" for use by all [REDACTED] employees.