



Clinical / Continuous Quality Improvement (CCQI) Committee

November 17, 2020 | 9:30 am – 11:00 am

BBHC- MS Teams (941)263-1518

Access Code:620255202#

AGENDA

- 1. Welcome & Introductions**
- 2. Approval of Minutes from October 20, 2020**
- 3. Activity/Learning Video**
- 4. Data/Performance Measures**
Performance Measures
- 5. Updates/New Action Items:**
 - 1st Quarter Incident Report
 - Reminder: Critical Incident Reporting Line 954-312-0404
- 6. Next Meeting Agenda Suggestions**
- 7. Announcements**

No Meeting in December



Clinical / Continuous Quality Improvement (CCQI) Committee

October 20, 2020 | 9:30 a.m. – 11:00 a.m.

Virtual Meeting via Microsoft Teams

MINUTES

Attendance: Abbey Hand (Broward Sheriff's Office), Aileen Turner- Nestor (Archways), Andrea Jacques (Chrysalis Health), Brian Bunnell (USF Psychiatry), Carmen Cantero (Citrus), Carol Lazarus (BPHI), Constance Watson (BARC), Daisha Vargas (Broward House), Donnalina Deliazar (House of Hope), Doris Rivas (BC-EVSD), Ellianna Dorvil (BPHI), Erika Laverde (Broward Partnership), Eva Santiago-Reed (Smith Community Mental Health), Gary Hensley (Sunserve), Gillian Cross (Broward House), Hugo Rocchia (Care Resource), Jamie Powers (Broward House), Janine Ribeiro Chow-Quan (United Way), Janelle Barrera (USF Psychiatry), Jennifer Branham (Carisk), Jo-Ann Bliss (BARC), John Baumgartner (Broward House), Josh Plantz (Memorial), Karina Garcia (Citrus), Karen Whyte (Broward House), Kathleen Bente (DCF/SAMH), Kristen Guerrise (Broward Housing Solutions), Laura Turk (BPHI), Lee Greenstein (Henderson), Luz Ospina (BPHI), Lynette Pyles (BCEVS), Margaret DeCambre (DCF), Marie Fairchild (Archways), Mary Carmody (KIDS), Megan Betancourt (Banyan), Melina Visser (Citrus Health Network), Michele Disorbo (Camelot), Natasha Villard (Memorial), Nicole Lavinieri (BCEVS), Norma Wagner (DCF/ SAMH), Patricia Jones (Covenant), Paul Jaquith (Mental Health Association), Rachel Landry (DCF), Rory Levine (West Care), Sandra Ammons (BPHI), Scott DiMarzo (TaskForce), Sherly Constant (Care Resource), Shirley Murdock (Carisk), Susan Nyamora (SFWN), Tanisha St Louis (Chrysalis), Tom Campbell (BPHI), Tonyetta Fice (Gulfcoast), Valoria Thomas (Broward House), Vanessa Major (BARC)

BBHC Staff: Areeba Johnson (Clinical Quality Improvement Coordinator), Caren Longworth (Quality Improvement Manager), Danica Mamby (Director of Administration), Jacinth Johnson (Data Contract Manager), Stefania Pace (Executive Assistant)

Welcome & Introductions

Ms. Areeba Johnson called the meeting to order at 9:32 a.m. Attendance was taken via Microsoft Teams (electronically).

Approval of Minutes from September 15, 2020

With corrections, Ms. Patricia Jones made a motion to approve the minutes for the September 15, 2020 meeting. The motion was seconded by Dr. Lee Greenstein and the minutes were unanimously approved.

Training/ Informational Session

Dr. Brian Bunnell and Ms. Janelle Barrera from USF Psychiatry provided a presentation on a Cognitive Behavioral Therapy App they developed. The app will focus on assisting providers with assessing the needs of their clients. A big part of the app is interactive sessions with homework assignments for the clients.

Data/ Performance Measures - Carisk

- Performance Measures
 - Ms. Caren Longworth presented September's performance measures. For the month of September, performance measures are being met. The following performance measures were of concern due to being below the targeted outcome: 1) the percentage of adults with mental health crisis in stable housing and 2) the percentage of adults with substance abuse in stable housing. Providers were encouraged to review their outcome numbers for adults who are being successfully discharged after completing services but are not recorded as being housed afterwards.

Updates/New Actions Items:

- ROSC Update
 - Ms. Areeba Johnson provided an update on the Drafted ROSC Guidance Document from DCF. A Data Work Group from DCF was developed to review the revisions made from the feedback submitted by the Providers.
 - DCF is planning another virtual ROSC Summit by the end of the year to provide updates and general information regarding ROSC.
 - Mr. Paul Jaquith raised concern about terminology used by DCF when addressing persons served. Mr. Jaquith suggested training be offered to increase more sensitivity and awareness towards ROSC standards.
- EBP Trainings
 - Ms. Abbey Hand recommended that BBHC send a list of all the required trainings to make it easier for Providers to remain in compliance.
 - Ms. Shirley Murdock listed the basic trainings all Providers must have completed in their personnel files. Ms. Johnson will send out an email with a list of all the trainings needed to Providers.
 - Mr. Paul Jaquith suggested that Providers share any trainings or practices they currently use or need, that could benefit the network. Also, Ms. Johnson will be sending out emails to the Providers to retrieve an updated list of the EBPs used and trainings needed.
- **Consumer Satisfaction Surveys**
 - Ms. Areeba Johnson discussed the drafted revised Consumer Satisfaction Survey provided by DCF and encouraged providers to inform of any additional feedback or comments they may have. Several providers expressed that the survey is too long, and the questions posed can be overwhelming for individuals seeking services. Ms. Lee Greenstein from Henderson Behavioral Health asked if there could be one survey across the board to reduce the number of surveys individuals are asked to complete.
 - Providers expressed concern about the way the network is held accountable by DCF for the surveys being completed.
 - Ms. Michele Disorbo explained that the survey blends together different treatment measures, not differentiating between adults or children or specifying



the kind of care an individual is receiving. A suggestion was made to remove questions not addressing quality of care received from the provider.

Next Meeting Agenda Suggestions

None.

Announcements

None.

Next Meeting: Tuesday, November 17, 2020 from 9:30 a.m. -11:00 a.m.