



Continuous Quality Improvement (CQI) Committee

August 24, 2021 | 9:30 am – 11:00 am

BBHC- MS Teams

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AGENDA

1. **Welcome & Introductions**
2. **Approval of Minutes from June 15, 2021**
3. **Activity/Icebreaker- Video**
4. **Presentations:**
 - 211 Broward- Billie Morgan
 - Center for Hearing and Communication
5. **CQI Updates:**
 - Secret Shopper Summaries
 - Performance Measures
 - BBHC Policies and Procedures
 - Consumer Satisfaction Surveys
 - 21/22 Monitoring
6. **IRAS Updates**
 - IRAS Critical Incident Reporting Line: 954-312-0404
Email: incidentreporting@bbhcflorida.org
7. **Next Meeting Agenda Suggestions**
8. **Announcements**

Next Meeting: Tuesday, September 21, 2021 from 9:30 am -11:00 am



Clinical / Continuous Quality Improvement (CCQI) Committee

June 15, 2021 | 9:30 a.m. – 11:00 a.m.

Virtual Meeting via Microsoft Teams

MINUTES

Attendance: Abby Mosher (Tomorrow's Rainbow), Aileen Turner- Nestor (Archways), Andrea Jacques (Chrysalis Health), Danny Blanco(The Village South), Daniella Agudelo (Mental Health America), Donnalina Deliazar (House of Hope), Ellianna Dorvil (BPHI), Eva Santiago-Reed (Smith Community Mental Health), Gabriela Raurell (Harmony Development Center), Hugo Rocchia (Care Resource), Illene Greenberg(Silver Impact), Jamie Powers (Broward House), Janine Ribeiro Chow-Quan (United Way), Jennifer Branham (Carisk), Jessica Maza (Broward Partnership), Jo-Ann Bliss (BARC), Justin Cummings (BSO), John Baumgartner (Broward House), John Glover (South Florida Wellness Network), Karla Guadalupe (Banyan), Kathleen Bente (DCF/SAMH), Kristen Guerrise (Broward Housing Solutions), Laura Turk (BPHI), Lee Greenstein (Henderson), Luz Ospina (BPHI), Lynette Pyles (BCEVS), Marcus Strong (House of Hope), Margaret DeCambre (DCF), Maria Pilar Dominguez (Memorial), Marie Fairchild (Archways), Mary Carmody (KIDS), Megan Betancourt (Banyan), Melody Kaye (NAMI), Melina Visser (Citrus Health Network), Natasha Villard (Memorial), Nicole Laviniere (BCEVS), Norma Wagner (DCF/ SAMH), Olga Bast (Broward County Evaluation and Planning Section), Patricia Jones (Covenant), Pilar Dominguez (Memorial), Rory Levine (The Village South), Sean Kane (BARC), Sandra Ammons (BPHI), Sandy Rhett (TaskForce), Sarah Gillespie Cummings (BSO), Sara Barkley (Fellowship RCO & Respite), Sherly Constant (Care Resource), Shirley Murdock(Carisk), Stephanie Rivillas (Broward Housing Solutions), Susan Nyamora (SFWN), Tamika McBride (BEVSD), Tom Campbell (BPHI), Tonyetta Fice and Tania Hamilton (Gulf Coast Jewish Family & Community Services), Tori Bertran (SunServe), Valoria Thomas (Broward House), Vanessa Major (BARC), Veronica James (Our Children Our Future)

BBHC Staff: Areeba Johnson (Clinical Quality Improvement Coordinator), Amelia Benson (Program/Contract Monitor), Danica Mamby (Director of Administration), Jacinth Johnson (Data Contract Manager), Stefania Pace, (Executive Assistant), Zakiya Drummond (Program/Contract Monitor)

Welcome & Introductions

Ms. Areeba Johnson called the meeting to order at 9:35 a.m. Attendance was taken via Microsoft Teams (electronically).

Approval of Minutes from May 18, 2021

Ms. Veronica James made a motion to approve the minutes for the May 18, 2021, meeting. The motion was seconded by Mr. John Baumgartner and the minutes were unanimously approved.

Activity/Ice Breaker

Ms. Areeba Johnson did not present a video due to technical difficulties.

Discussion

- **LGBTQ Community**

Ms. Areeba Johnson led a discussion regarding accommodating clients that are in the LGBTQ community. Providers discussed hiring trans employees in their agencies to provide perspective on how to better assist trans clients. By doing this, employees can become more compassionate and intentional about not utilizing language that may be considered offensive. Providers want to ensure that the LGBTQ clients are properly accommodated and receives the best care.

- **Harm Reduction Presentation**

- Mr. John Glover provided a presentation on Harm Reduction which seeks to minimize adverse health, social, and economic consequences of substance abuse.
- Ms. Areeba Johnson informed providers of the increase in overdoses reported in IRAS. Ms. Megan Betancourt commented and asked the CQI committee about reporting overdose cases.
- Ms. Danica Mamby led a discussion with Ms. Megan Betancourt on protocol on reporting incidents of drug overdoses, which are considered a significant injury per DCF CFOP 25-16 and must be reported to the IRAS hotline.

- **End of the FY2020-21 Reminders**

Ms. Areeba Johnson reminded providers to submit their Performance Measures, Discharges, and Consumer Satisfaction Surveys for the 4th quarter. Providers were also reminded to ensure they are meeting their numbers for the end of the fiscal year.

Next Meeting Agenda Suggestions

Ms. Areeba Johnson recommended a LGBTQ+ 101 training for the providers.

Announcements

Ms. Lee Greenstein announced that Henderson will be opening a 48-bed facility and will be transferring clients in the next few weeks.

Next Meeting: Tuesday, August 17, 2021 from 9:30 a.m. -11:00 a.m.