



Clinical / Continuous Quality Improvement (CCQI) Committee

April 19, 2022 | 9:30 am – 11:00 am

BBHC- 3521 W Broward Blvd Ste. 206, Lauderhill, FL 33312

AGENDA

https://teams.microsoft.com/l/meetup-join/19%3ameeting_MWViNjk0MTAtNjc3Ny00ZmU1LThlYTMtZTBjMWE1N2Y2YmNm%40thread.v2/0?context=%7b%22Tid%22%3a%227bbca740-f271-4428-aeec-f0585b3625b3%22%2c%22Oid%22%3a%22c21a5b4a-8413-4e49-b3cd-1515692c3561%22%7d

Welcome & Introductions

- Lucia Garcia, CQI Coordinator

Approval of Minutes from March 15th, 2022

Video:

- The State of the Healthcare Industry and Necessary Improvements Required to Retain Workers

Presentation:

- Jennifer (Carisk) Score Card for Performance Measures
- SFWN re: Overdose awareness and prevention

Next Meeting Agenda/Training Suggestions

IRAS Reminder:

- The following incidents must be reported to BBHC ***within 2 hours*** of the Provider being notified:
 - Sexual abuse or sexual assault allegations
 - Death of any persons served
 - Any incident that may lead to media coverage

If you have questions about IRAS reporting, please contact Lucia Garcia, CQI Coordinator at 954-557-4757 or Caren Longworth, QI Manager at 954-882-3867.

- IRAS Critical Incident Reporting Line: 954-312-0404
- Email: incidentreporting@bbhcflorida.org

Next Meeting: May 17th, 2022



Clinical / Continuous Quality Improvement (CCQI) Committee

March 15, 2022 | 9:30 a.m. – 11:00 a.m.

Virtual Meeting via Microsoft Teams

MINUTES

Attendance: Aileen Turner- Nestor (Archways), Abby Mosher (Tomorrow’s Rainbow), Andrea Rapoli (Chrysalis Health), Barbara Harmon (Foot Print to Success), Claudia Paez (Harmony Development Center), Cristina Garcia -Menocal (Fellowship House), Darline Jean (Broward Partnership), Elliana Dorvil (Broward Partnership), Emma Munoz (Citrus), Hugo Rocchia (Care Resource), Jacob Torner (Taskforce Outreach), Jessica Maza (Broward Partnership), Jillian Batson (Broward Housing Solutions), Justin Cummings (BSO), Katherine Wentworth (The Village South), Kendra Williams (Broward Partnership), Marie Fairchild (Archways), Mary Comody (Kids In Distress), Lee Greenstein (Henderson), Latrice Richards (United Way), Megan Betancourt (Banyan), Michele Disorbo (Camelot), Nicole Morin (DCF), Norma Wagner (DCF), Paul Jaquith (Mental Health Association), Sharon Blair-Moxam (Broward Health), Shirley Murdock (Carisk), Sean Kane (BARC), Sarah Cummings (BSO), Tonyetta Fice (Gulf Coast Jewish Family and Community Services), Veronica James (Our Children, Our Future)

BBHC Staff: Amelia Benson (Program/Contract Monitor), Areeba Johnson (System of Care Clinical Integration Coordinator), Caren Longworth (Quality Improvement Manager), Celena King (System of Care Manager), Jacinth Johnson (Data Contract Manager), Lucia Garcia (CQI Coordinator), Nikitress Williams (Administrative Assistant), Takisha Dupree (Program/Contract Monitor), Zakiya Drummond (Program/Contract Monitor)

Welcome & Introductions

Ms. Caren Longworth called the meeting to order at 9:34 a.m. Attendance was taken via Microsoft Teams (electronically). Ms. Caren Longworth introduced and welcomed the new CQI Coordinator, Ms. Lucia Garcia.

Mindfulness Moments

Ms. Caren Longworth presented a video, “Kindness – Spread it Everywhere!”, which was about uplifting others, setting an example of kindness and integrity, and being compassionate.

Approval of Minutes from February 15, 2022

Ms. Lee Greenstein made a motion to approve the minutes for the February 15, 2022 meeting. The motion was seconded by Mr. Paul Jaquith, and the minutes were unanimously approved.

Presentations:

- Hot Handoffs

Ms. Areeba Johnson facilitated a presentation about Hot Handoffs, which is an ongoing approach to engage and retain individuals receiving behavioral health services in need of support. Ms. Latrice Richards made a comment about the importance of assisting clients with being connected to the department they need and helping them through the entire process instead of just redirecting their calls.

Several providers were not aware of Ms. Johnson's position change and were given the contact information for the new CQI Coordinator, Ms. Lucia Garcia, to ensure that IRAS reports were being sent to the correct BBHC staff.

Provider Case Scenarios or Challenges

Ms. Sarah Cummings mentioned that during the contract negotiations with BSO BBHC has a referral system for providers to create an OCP3 referral. However, there are gaps in the referral system. A recommendation was made to create a system where all providers can create a referral to address the needs of clients seeking services and to avoid long waiting times for clients.

Ms. Caren Longsworth stated that the Triennial Needs Assessment in Florida has concluded. The focus groups have been scheduled with various providers and a virtual option is available for those who cannot attend in person. Ms. Longsworth asked providers to let her know of any consumers who would like to attend and participate in the focus groups.

Reminders:

- Provider Communication and Collaboration

Ms. Veronica James had a question regarding the "No Wrong Door" policy and Ms. Caren Longsworth stated she will be scheduling a presentation to assist providers on using 211 to locate other services.

Ms. Longsworth stated that Ms. Jennifer Branham will provide a FASAMs Score Card presentation during next month's meeting.

- IRAS Critical Incident Reporting Line: 954-312-0404

Ms. Longsworth reminded providers where to email the IRAS report and to provide as much detail as possible when an IRAS report is made.

Email: incidentreporting@bbhcflorida.org

Next Meeting Agenda Suggestions

None

Announcements

Mr. Paul Jaquith announced the in-person Epic Awards will be held on May 25th, 2022, at the Signature Grand and announced the award winners.

Next Meeting: Tuesday, April 19, 2022, from 9:30 a.m. - 11:00 a.m.