

# QI Meeting Structure and Documentation



# Meeting Frequency and Attendance

## Monthly

- Meet with programs/service lines to discuss their data (granular)
  - Tools used: EHR reports, spreadsheets, PowerBi
  - Documentation used: PowerPoint, spreadsheets, notes
  - Who is included: Regional Leadership, Program Directors, Supervisors



## Quarterly

- Regional QI meeting to discuss regional data trends, action plan progress, and QI plan items
  - Tools used: PowerPoint, Program Metric spreadsheet, PowerBi
  - Documentation used: PowerPoint, notes (standardized agenda across regions), PowerBi
  - Who is included: Regional Leadership, Program Directors, Support Departments, Program Staff as needed
- Organizational Level QI meeting to discuss org-level and regional data trends, action plan progress, and QI plans
  - Tools used: PowerPoint, PowerBi
  - Documentation used: PowerPoint, notes, PowerBi
  - Who is included: Executive Leadership (including Regional Leadership) and Support Departments

# Standardized Meeting Agenda



## QI Meeting Agenda

Region:	Meeting Date:

### 1. QI Data Review

Area for Review	Data Reviewed	Notes
Human Resources		
Clinical	Clinical Updates	
Training		
Org. Performance	Discharge Outcomes	
	Customer Satisfaction	
	QRR	
	Service line/program level indicators Restraints Med Errors	
Risk Management	Compliance Update	
Other		

### 2. Action Plan Creation/Review of Previous Quarter's Action Items-

### 3. Additional Notes/Agenda Items:

# QI Plan Tracker

## Pressley Ridge QI Action Plans - FY2025

Region

All

Quarter added to QI plan

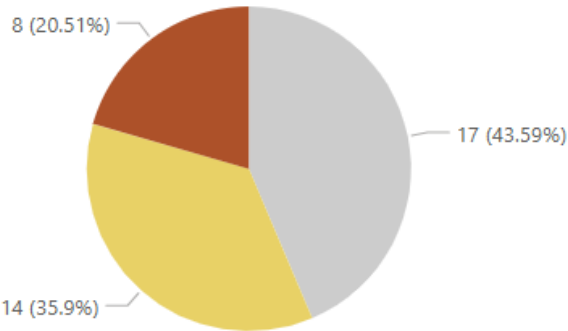
All

39

Total QI Items



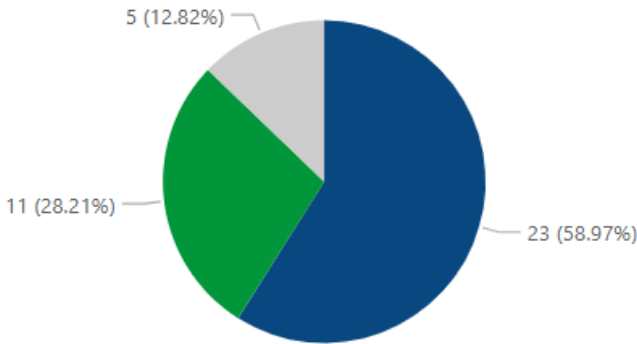
### Risk Level



#### RISK LEVEL

- Low
- Moderate
- High

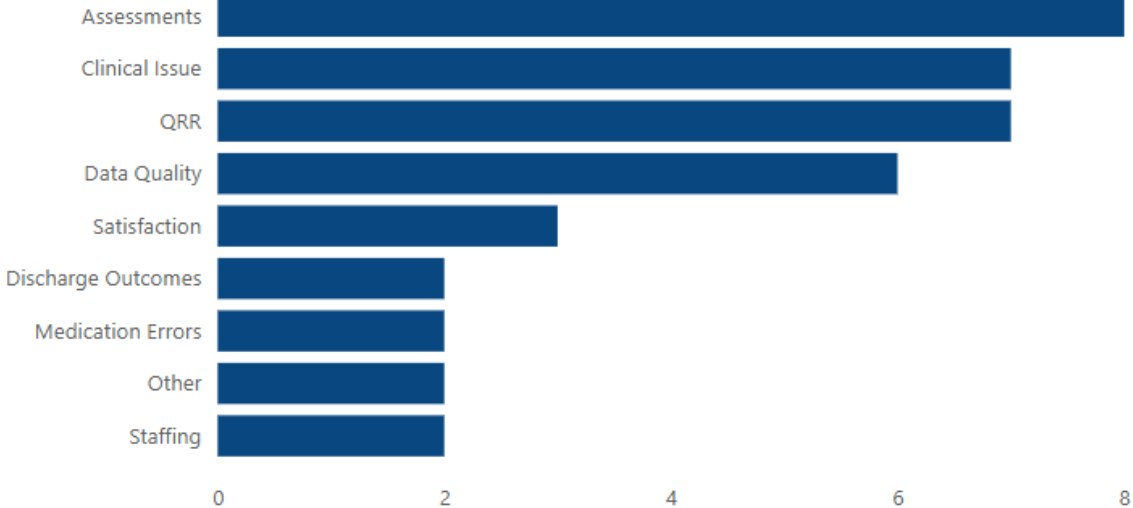
### Status



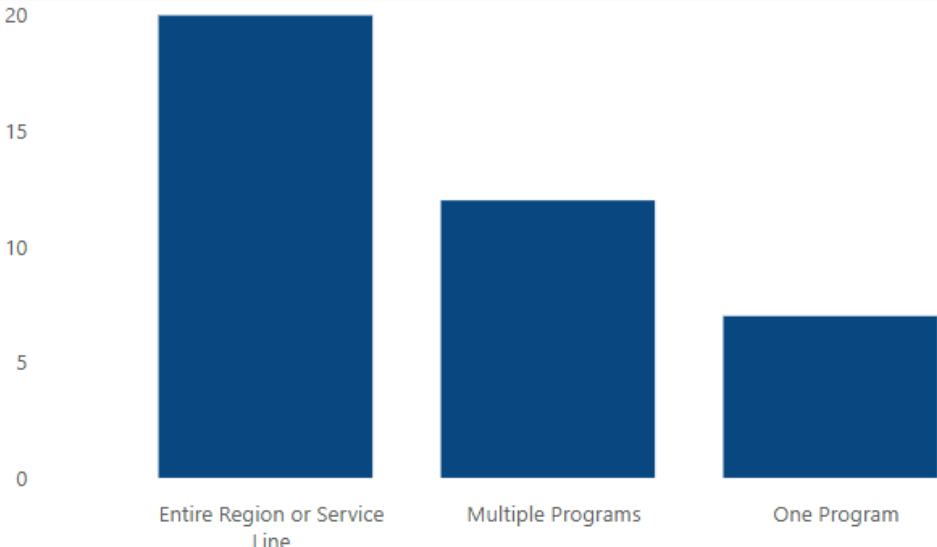
#### STATUS

- Working on it
- Completed
- Not started

### Focus Area by Category



### Number of Programs Affected



# How do we document our data and these meetings?

## Quality Improvement Workgroup in Teams

- Accessible by Regional Leadership
- Program Metrics Spreadsheet
- Regional PowerPoints
- Meeting Agendas/Notes
- Other Workgroups in Teams

## PowerPoint Templates

- Standard Items/Data Points
- Can be adjusted (added to) based on regional need

## Standardized Regional QI Meeting Agenda

- Standard Agenda Items/Participants
- Notes are taken by regional leadership

## QI Plans

- Information put into spreadsheet that is transferred to PowerBi

The screenshot displays a Microsoft Teams interface. On the left, a sidebar shows the 'All teams' list with a 'Quality Improvement Workgroup' channel selected. The main area shows the 'Org Level' channel with a 'Files' tab active. The file list includes folders for 'FY23', 'FY24', and 'FY25', a 'Training reports' folder, and a file named 'FY25 QI Plan Tracker.xlsx'.

Name	Modified
FY23	October 20, 2023
FY24	October 20, 2023
FY25	November 13, 2024
Training reports	October 9, 2024
FY25 QI Plan Tracker.xlsx	May 13

# How do we keep people engaged and accountable?



BUILD  
RELATIONSHIPS



LISTEN



BE  
TRANSPARENT



BE  
COLLABORATIVE




MAKE DATA  
ACCESSIBLE



HAVE FUN





QUARTER 3 FY2025

# Region - Example

Quality Improvement Meeting





# Agenda

OPD Updates

Data in the World

Discharge Outcomes

Assessment Results

Quality Metrics (region specific)

Key Takeaways

QI Plans



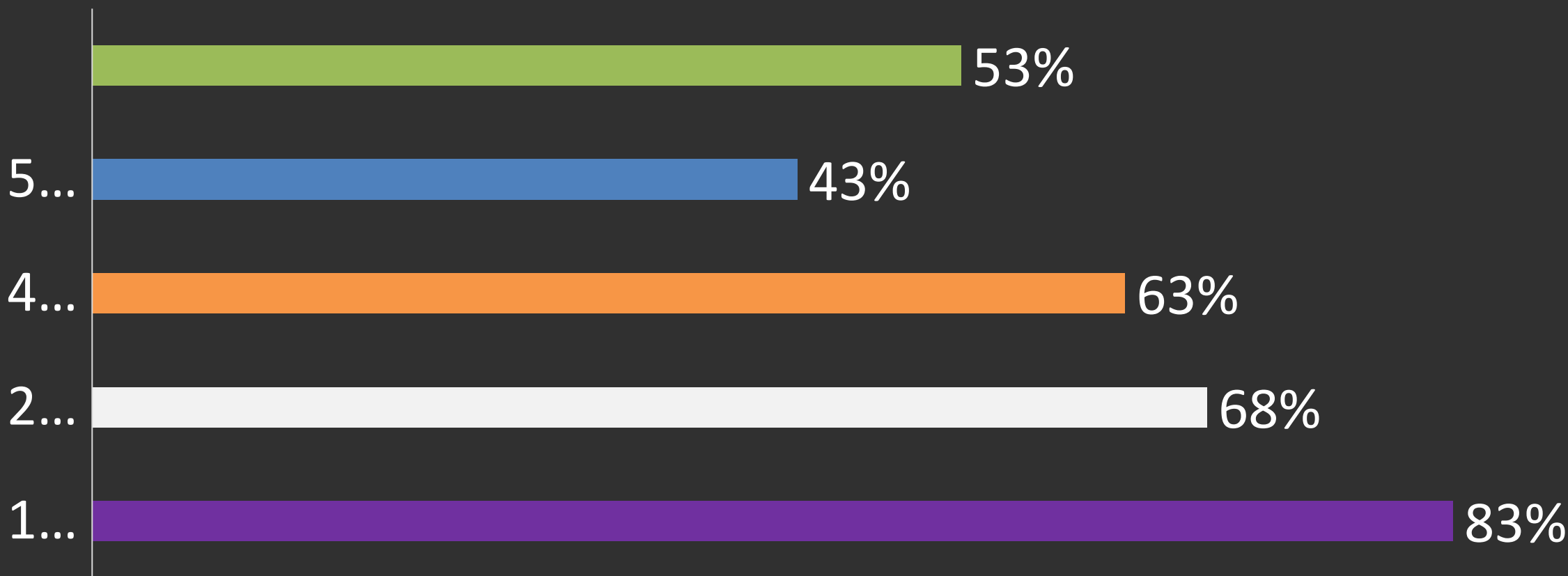
# Org Performance Department Updates

Here's where we update you on anything new going on in our department that you need to know.

# Data in the World: April Fool's Day Ed.

- **1957:** The BBC airs a report about harvesting spaghetti directly from Swiss-grown trees.
- **1996:** Taco Bell announces that they've purchased the Liberty Bell, renaming it the "Taco Liberty Bell."
- **1998:** Burger King launches the left-handed Whopper, with items rotated 180 degrees.

Did someone play an April Fool's Day joke on you this year?



New  
Organizational  
Outcomes



**PRESSLEY RIDGE CREATES**

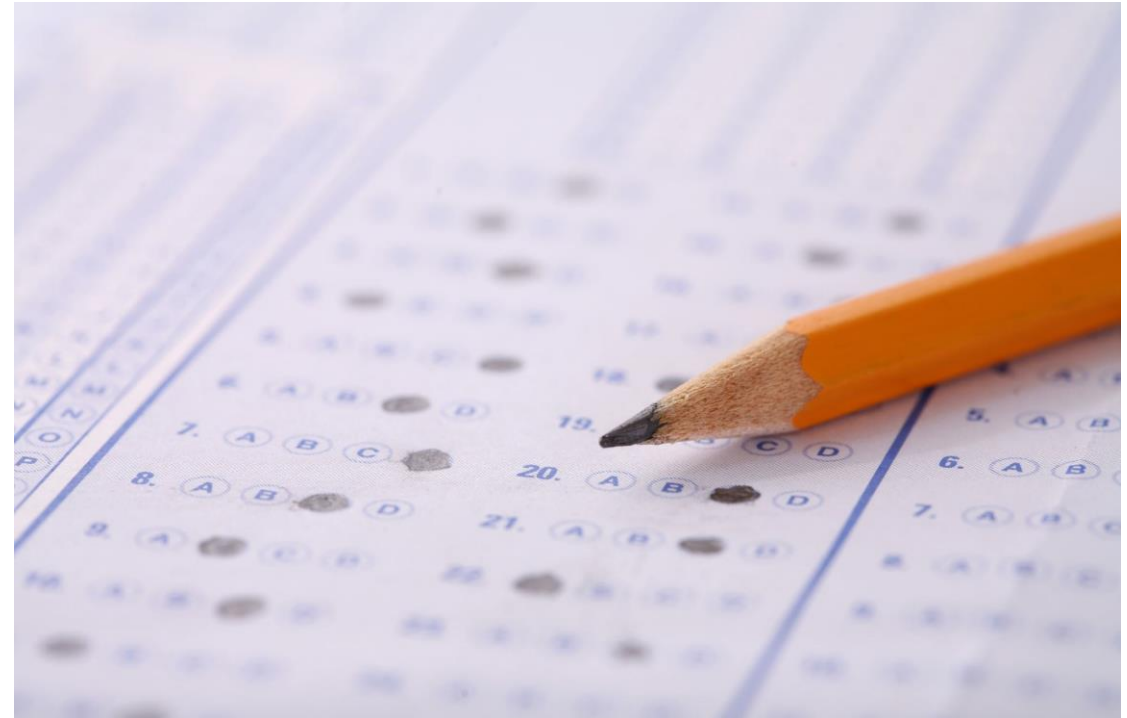
CONNECTIONS TO HOPE  
CONNECTIONS TO SELF  
CONNECTIONS TO OTHERS  
CONNECTIONS TO COMMUNITIES

# Let's try them out!

**How does this new group of assessments feel to you?**

**How often should we administer these?**

**Any other feedback?**

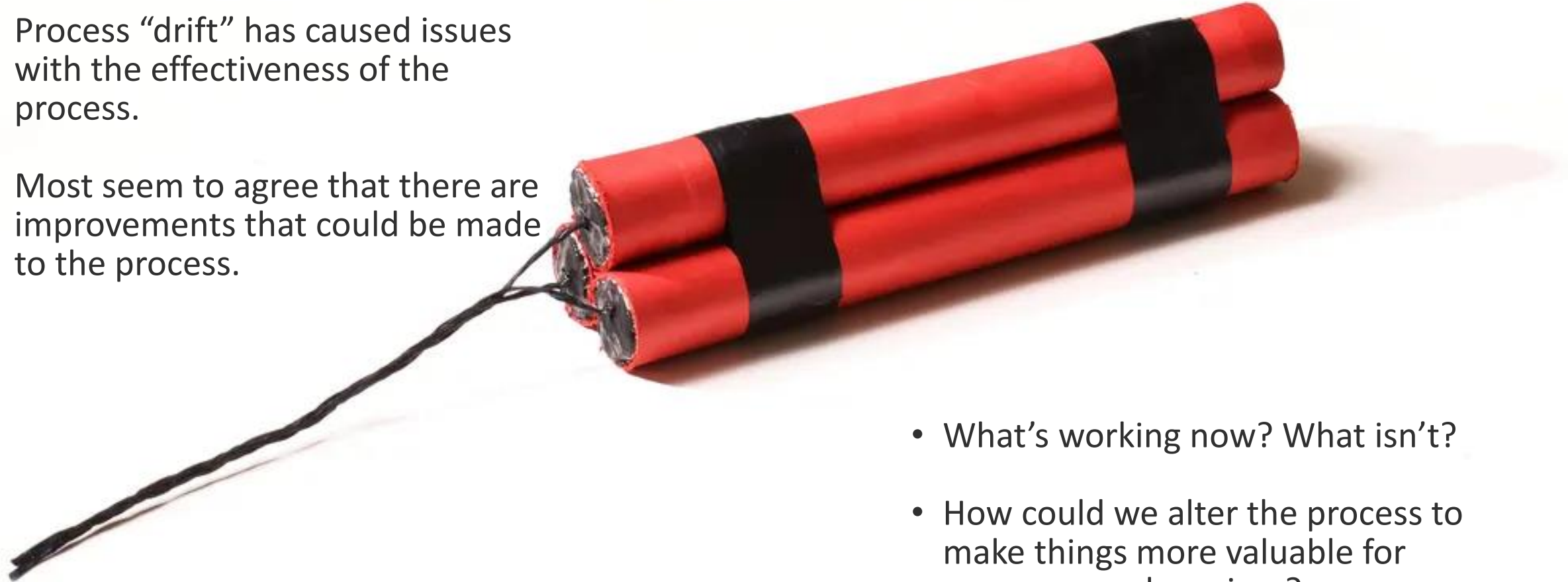




# We need to change a process

## LET'S MAKE THIS WORK

- Process “drift” has caused issues with the effectiveness of the process.
- Most seem to agree that there are improvements that could be made to the process.



- What’s working now? What isn’t?
- How could we alter the process to make things more valuable for programs and services?

# Regional Outcomes

FY 25 QUARTER 3

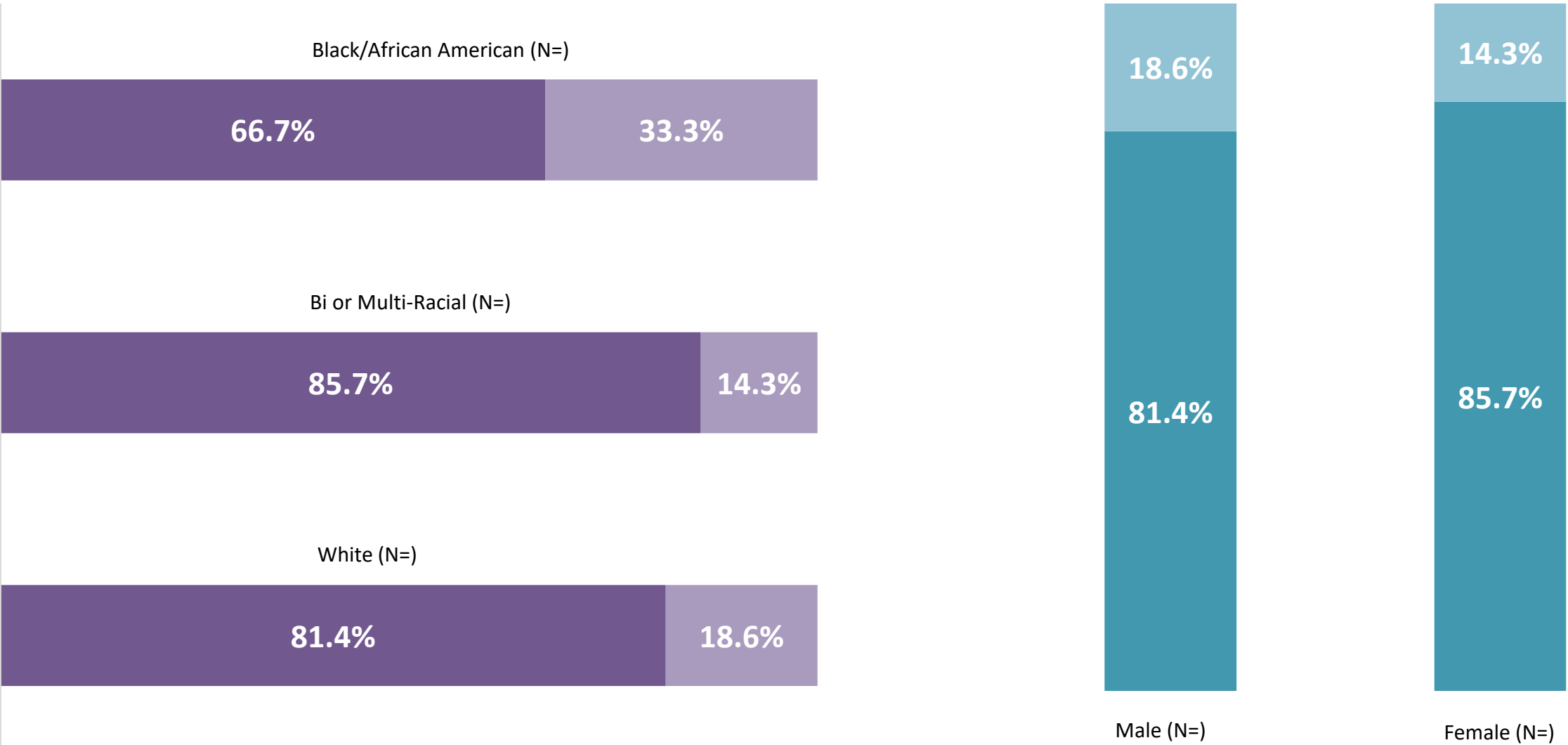
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# Discharges – Use pictographs along with numbers/percentages



81%

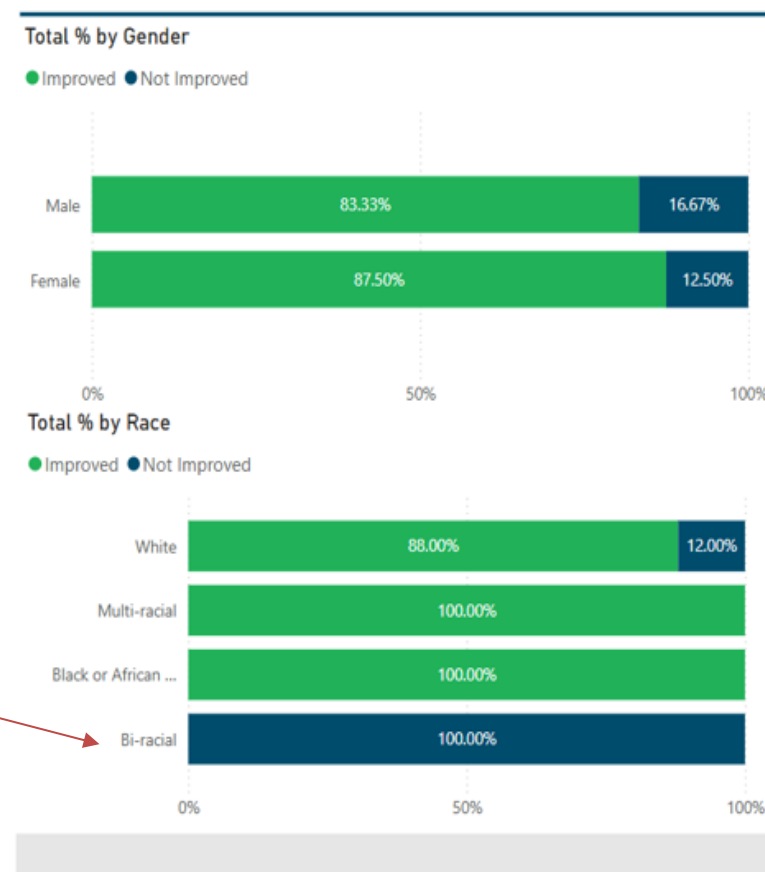
# Discharges - Disaggregated





# Discharges – Client Assessments

- Look at relevant client assessments
- Disaggregate the data
- Are we seeing any trends that should be addressed?



# Power Bi Outcomes Reports



## CLIENT SATISFACTION

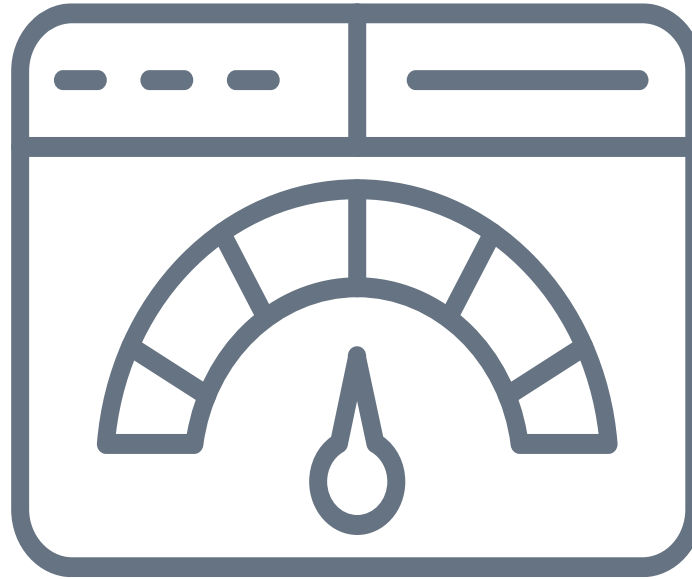
Client Reports > Client Satisfaction Survey

# Power Bi Outcomes Reports



## SUICIDALITY

Client Reports > Columbia Screener



## RESTRAINTS

Client Reports > Critical Incidents



## MED ERRORS

Client Reports > Critical Incidents

# Restraint Rate Decreased by 43% Overall

Q2 = Rate (Number)

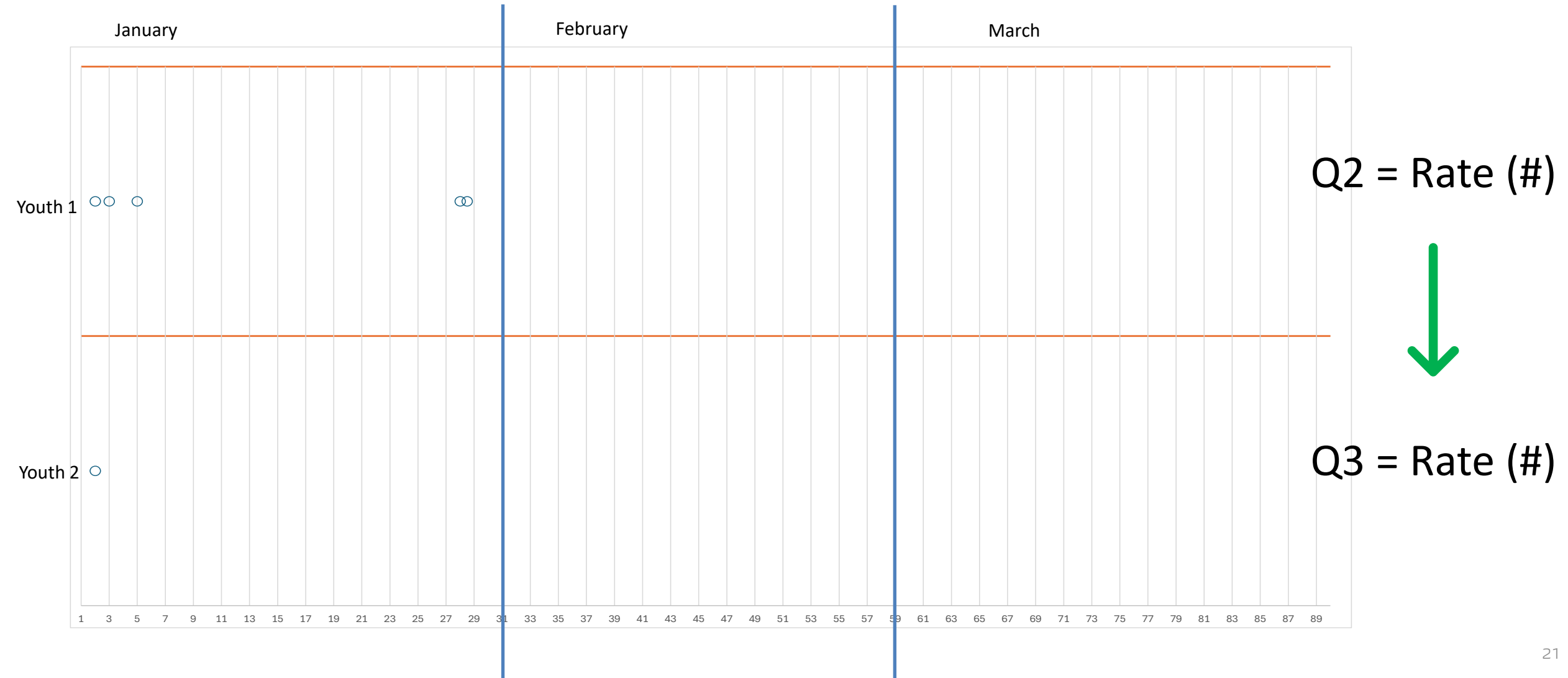


Q3 = Rate (Number)





# Cottage X Restraint Rate Decreased by 72% (x out of N)

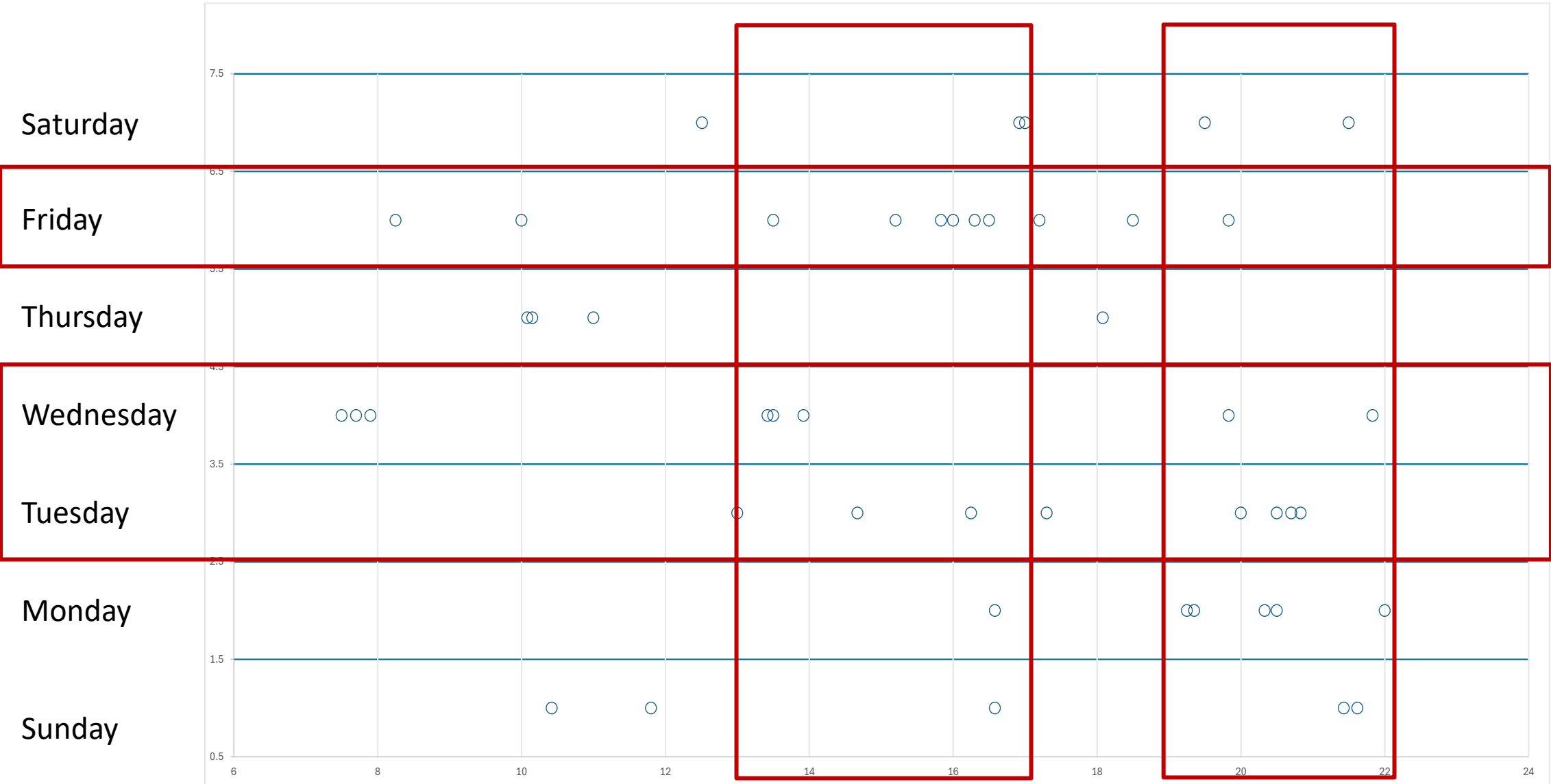


## Antecedents

## Triggers

	Disappointed/ Frustrated	Environmental	Transition/ Change in Routine	Peer Conflict	Total
Elopement w/ risk harm	1	0	0	0	1
Phys. Agg. Adult	2	0	0	2	4
Phys. Agg. Peer	0	0	0	2	2
Phys. Agg. Self	1	0	0	0	1
Total	4	0	0	4	8

# Restrains by Day and Time



# Quality Record Review



**Quality Improvement**

**Workgroup**

Region > FY25 > Program Metrics

# Key Takeaways

Important items to focus on or  
create a plan to improve or  
maintain outcomes



- What is going great?!



**Where should we focus our improvement and how?**



# Reflecting Back

Summarize the team's points for improvement and immediate action items.

POINTS FOR IMPROVEMENT	IMMEDIATE ACTION ITEMS	KEY PERSON IN CHARGE
Here's what we focused on last time	Here's what we said we were going to do	Here is who was responsible for spear-heading this action item.

# Moving Forward

Summarize the team's points for improvement and immediate action items.

POINTS FOR IMPROVEMENT	IMMEDIATE ACTION ITEMS	KEY PERSON IN CHARGE
Based on discussions today, here's where we should focus efforts next.	Here's what we should do about it.	Here's who is responsible for spear-heading this action item.

# QI Plans

FY 25 QUARTER 3

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