



## **Continuous Quality Improvement (CQI) Committee**

**November 16, 2021 | 9:30 am – 11:00 am**

**BBHC- MS Teams**

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### **AGENDA**

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- 1. Welcome & Introductions**
- 2. Approval of Minutes from October 19, 2021**
- 3. Activity/Icebreaker- Video**
- 4. Presentations:**
  - Needle Exchange Program- Care Resource
  - Harm Reduction- SFWN
- 5. Provider Case Scenarios or Challenges**
- 6. IRAS Updates**
  - IRAS Critical Incident Reporting Line: 954-312-0404  
Email: [incidentreporting@bbhcflorida.org](mailto:incidentreporting@bbhcflorida.org)
- 7. Next Meeting Agenda Suggestions**
- 8. Announcements**

**No Meeting in December**

**Next Meeting:** Tuesday, January 18, 2022 from 9:30am-11am



## **Clinical / Continuous Quality Improvement (CCQI) Committee**

**October 19, 2021 | 9:30 a.m. – 11:00 a.m.**

**Virtual Meeting via Microsoft Teams**

### **MINUTES**

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**Attendance:** Abby Mosher (Tomorrow's Rainbow), Andrea Jacques (Chrysalis), Carol Lazarus (Broward Partnership), Carol Loman (Henderson), Caren Nabridge (Henderson), Claudia Paez (Harmony), Cristina Garcia-Menocal (Fellowship House), Donnalina Deliazar (House of Hope), Doris Rivas (BARC), Eva Santiago Reed (Smith), Hugo Rocchia (Care Resource), Idisleidi Gonzalez (Citrus Health), Jacqueline Vega (Henderson), Jamie Powers (Broward House), Jennifer Branham (Carisk), Jessica Maza (Broward Partnership), Kristen Guerrise (Broward Housing Solutions), Karen Whyte (Broward House), Kendra Williams (Broward Partnership), Lee Greenstein (Henderson), Marie Fairchild (Archways), Megan Betancourt (Banyan), Nicole Morin (DCF), Norma Wagner (DCF), Patricia Jones (Covenant), Paul Jaquith (Mental Health Association), Shirley Murdock (Carisk), Sean Kane (BARC), Sandra Ammons (BPHI), Sarah Cummings (BSO) Tania Hamilton (Gulf Coast Jewish Family & Community Services), Thomas Centinaro (Camelot), Tom Campbell (Broward Partnership), Tonyetta Fice (Gulf Coast Jewish Family and Community Services), Valoria Thomas (Broward House), Veronica James (Our Children Our Future)

**BBHC Staff:** Areeba Johnson (Clinical Quality Improvement Coordinator), Amelia Benson (Program/Contract Monitor), Caren Longworth (Quality Improvement 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 21, 2021**

**Mr. Paul Jaquith made a motion to approve the minutes for the September 21, 2021 meeting. The motion was seconded by Ms. Veronica James and the minutes were unanimously approved.**

#### **Activity/Ice Breaker**

Ms. Areeba Johnson presented a video about a youth's perspective on recovery-oriented practices.

#### **CQI Updates**

- **CQI 1st Quarter Report**

Ms. Caren Longworth presented a PowerPoint on the first quarter CQI Report. Ms. Longworth summarized the **Secret Shopper Initiative** and informed that 33 calls were made during the first quarter and there are opportunities for improvement, including ensuring staff who answer the phone are knowledgeable about services provided and 211 availabilities if

needed. In addition, Providers need to ensure that messages left on voice mail by persons-served require a response.

Regarding IRAS, for the first quarter, a total of the (73) incidents were reported, (26) were deaths, (14) elopements, (14) other, (13) significant injuries, (2) missing children, (2) child on child sexual abuse, (1) suicide attempt and (1) security breach. It was discussed with the network that nine (9) out of the (26) deaths reported were caused by overdoses.

Ms. Longworth reviewed the most common findings during CAR Monitoring are personnel charts, service validation and clinical quality. Other common findings during the monitoring's are late Deaf and Hard of Hearing reports, failing performance measures and utilization management.

- **Performance Measures**

Ms. Caren Longworth stated the Provider Network is currently passing all the performance measures. Providers were encouraged to continue to monitor their outcomes, and to make sure that data is being entered correctly.

- **Community Person Served Satisfaction Surveys**

Ms. Areeba Johnson asked providers for feedback regarding the revised Community Persons Served Satisfaction Surveys. Providers stated that the questions on the survey are not worded in simple language and can alienate some consumers.

- **ROSC Monitoring**

Ms. Veronica James inquired as to how will providers be compensated to achieve the ROSC goals and what is the process for the ROSC monitoring. It was explained by DCF that ROSC is a framework that provides a guideline as to how to treat people, that does not require additional time and/or compensation.

Ms. Nicole Morin informed that the blueprint for the ROSC Monitoring is on the DCF website, and the link was provided in the chat to the providers. It was explained that the blueprint reviews the monitoring tools in detail and the monitoring requirements. Ms. Morin provided her contact information to providers to schedule a ROSC training, if needed.

Mr. Paul Jaquith from MHA discussed that there is larger purpose to ROSC and that is to be able to connect and collaborate with other resources outside of the network for community integration. It was suggested that organizations such as the school board and health department should be invited to the meetings. In addition, to include a time during the CQI meeting to discuss any challenging cases or scenarios a provider may be experiencing.

## **IRAS Updates**

- **Reportable vs. Non-reportable Incidents**

Ms. Areeba Johnson reminded providers about the (4) types of incidents that should be reported within two hours of receiving the information to the BBHC IRAS helpline are deaths, child death, sexual abuse battery, child on child sexual abuse and media events.



- IRAS Critical Incident Reporting Line: 954-312-0404  
Email: [Incidentreporting@bbhcflorida.org](mailto:Incidentreporting@bbhcflorida.org)

**Next Meeting Agenda Suggestions**

Include a time during the CQI meeting to discuss any challenging cases or scenarios that a provider maybe experiencing.

**Announcements**

None

**Next Meeting: Tuesday, November 16, 2021, from 9:30 a.m. - 11:00 a.m.**