**Meeting Minutes**

CDS Family & Behavioral Health Services, Inc.

Meeting: INTERFACE CENTRAL

Date: September 13, 2018

Time: 4:00PM – 6:00PM

Location: 1400 NW 29TH ROAD

Date of Next Meeting: Staff-1st Thursday/ October 11, 2018 Training 2nd Thursday September 27, 2018

**I. Business Operations:**

A. Monthly Budget (Revenue and Expenses)

*1. Sub-topic:*

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

B. Marketing and Business Development

*1. Sub-topic:*

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

C. Regulatory Issues

*1. Sub-topic:*

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

**D. Human Resource Issues (Staffing and Training)**

**1. Sub-topic: TIME SHEETS DUE MONDAY SEPTEMBER 24, 2018 BY 9:00am**

**Discussion:**

**Outcome, Actions, Timeframe: Turn in timesheets**

**2. Sub-topic: PENDING LIST**

**Discussion:**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | | Past due |  | Due date approaching | |  | | |
| **Name** | | | **Next Evaluation** | **DL Expires** | | **Insurance Expires** | **HIPAA** | **Deaf/Hard Hearing** | **Transcript** |
| Allen | | V | 8/16/18 | 1/25/19 | | 8/30/18 |  |  |  |
| Bernard | | M | Pro 1/12/19 | 2/14/26 | | 9/1/18 | X | X | X |
| Bartley | | J | 6/14/2019 | 2/6/2020 | | 9/25/2018 |  |  |  |
| Carter | | S | 2/5/2019 | 10/12/2025 | | 10/1/2018 |  |  |  |
| Cooper | | S | 10/18/2018 | 4/2/2027 | | 5/31/19 | X | X | X |
| Cox | | B | 10/18/2018 | 4/11/2025 | | 9/30/2018 |  |  |  |
| Davis | | S | 6/28/2019 | 7/9/2019 | | 3/1/2019 |  |  |  |
| Dennis | | A | Pro 11/25/2018 | 10/1/2019 | | 3/30/2019 | X | X |  |
| Dixon | | S | Pro 1/26/2019 | 12/29/2025 | | 1/16/2019 | X | X |  |
| Durham | | S | Pro11/25/2018 | 9/10/2020 | | 1/1/2019 |  |  | X |
| Harmon | | W | 3/21/2019 | 11/7/2018 | | 11/22/2018 |  |  |  |
| Holcombe | | E | 2/26/2019 | 12/30/2022 | | 1/3/2018 |  |  | X |
| Jenkins | | T | Pro 11/25/2018 | 11/1/2018 | | 1/19/2019 |  |  |  |
| Jonas | | L | 11/21/2018 | 11/24/2024 | | 7/4/2018 | X | X | X |
| Jones | | O | 5/14/2019 | 1/20/2025 | | 7/3/2019 | X | X | X |
| Lee | | K | 6/19/2019 | 6/27/2018 | | 6/6/2018 |  |  |  |
| Mattox | | J | Pro 8/16/2018 | 12/23/2018 | | 3/14/2019 |  | X | X |
| McBride | | R | 11/3/2018 | 10/2/2022 | | 9/25/2018 | X |  |  |
| McCrea | | E | 2/8/2019 | 9/10/2018 | | 6/7/2019 |  |  |  |
| McMann | | M | 6/22/2019 | 9/4/2026 | | 4/15/2019 |  |  |  |
| Rollins II | | J | Pro11/25/2018 | 7/29/2019 | | 2/17/2019 | X | X | X |
| Robinson | | P | 5/24/2019 | 1/15/2019 | | 3/16/2019 |  |  |  |

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | | Past due |  | Due date approaching | |  | | |
| **Name** | | | **Next Evaluation** | **DL Expires** | | **Insurance Expires** | **HIPAA** | **Deaf/Hard Hearing** | **Transcript** |
| Rowden | | A | Pro 10/27/18 | 6/14/2019 | | None on File | X | X | X |
| Scott | | T | 1/31/19 | 9/5/20 | | 3/24/19 |  |  |  |
| Smith | | B | 11/7/2018 | 5/14/2024 | | 7/2/2018 |  |  |  |
| Sterling | | S | 2/5/2019 | 9/17/2025 | | 7/24/2018 |  |  |  |
| Strickland | | G | 2/8/2019 | 7/29/2019 | | 11/27/2017 |  |  |  |
| Sturm | | J | 2/8/2019 | 9/12/2025 | | 1/7/2019 | X | X | X |
| Thompson | | N | 2/13/2019 | 7/16/2019 | | 1/4/2019 |  |  |  |
| Turk | | J | 2/9/2019 | 9/21/2021 | | 4/4/2017 | X | X | X |
| Twining | | S | 2/8/2019 | 4/30/2022 | | 6/2/2016 | X | X |  |
| Wales | | N | 2/5/2019 | 5/3/2020 | | 4/7/2019 |  |  |  |
| Young | | S | 3/24/2019 | 12/11/2019 | | None on File |  |  |  |

**Outcome, Actions, Timeframe: EVERYONE SHOULD RESPOND TO THE PENDING LIST AS NOTED. IF YOU ARE UNABLE TO PROVIDE THE REQUESTED INFORMATION, PLEASE INFORM A SUPERVISOR.**

**3. Sub-topic: TRAINING- MANAGING AGGRESSIVE BEHAVIOR/ MAB**

**Discussion: This is a required training. All staff must complete the initial 16-hour training. Annual review training is also required. For staff hired after July 1, 2017 the training is expected to occur prior to the 120th date of hire.**

**Outcome, Actions, Timeframe: The next MAB training is September 27th and 28th from 9:00am until 5:00pm at the CDS Bievns building.**

**4. Sub-topic: TRAINING- MEDICATION DOCUMENTAITON**

**Discussion: It’s important to 1- follow all procedures for documentation for the Medication Record Log MRL, 2- Review the MRL and ensure your documentation is accurate for all requirements.**

**Outcome, Actions, Timeframe: Each day/time a px is scheduled to have medication there should be documentation on the MRL to respond to the expectation. Ex. Px taking medication M-F at school should have and X documented in the CODE section on the days the medication is not given on site. Staff should check the 10 Rights when pulling, assisting px is getting medication and documentation of all actions.**

**5. Sub-topic: TRAINING- ENTERING PATIENT INFORMATION & MEDICATION IN PYXIS**

**Discussion: All staff providing direct care should be able to operate the Pyxis unit for all direct service related activity, ie. loading new/refill Rx, pulling medication at needed times to assist px in taking, inventory of medication as needed, placing a medication on hold when a px leaves for a furlough, unloading a medication when a px is discharged.**

**Outcome, Actions, Timeframe: Staff who are unable to demonstrate the process must participate in a training/retraining and demonstration of the skill prior to October 11, 2018.**

**6. Sub-topic: TRAINING- CCC REPORTING OUTSIDE MEDICAL EVENTS**

**Discussion: Most CCC reporting occurs after the event. There is a two part process for Outside Medical Assistance and Medical Transport.**

**Outcome, Actions, Timeframe: Outside Medical: When a px in the program receives off site medical services that were not prescheduled/with an appointment. Medical Transport: When a px is transported from IYPC for an Outside Medical event. A CCC report must occur within 2hours of learning of the event. A px leaving IYPC with a guardian related to a medical issue- Call the CCC, within 2hours of px leaving, to make a report assuming there will be Outside Medical services provided. Upon the px’s return to the program staff should learn what medical services, if any were provided, and complete a follow report to the CCC. When the report is late or does not occur the program or staff is charged with a failure to report, which requires the program to perform follow-up activity to prevent any future failures to report.**

**7. Sub-topic: SUPERVISON/OBSESRVATION/COMMUNICATION**

**Discussion: Team activity**

**Outcome, Actions, Timeframe: Staff should focus on effective vs mindless supervision.**

E. Annual Budget Planning and Process

*1. Sub-topic:*

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

# II. Health and Safety: Program/Regional Coordinators

A. External Inspections

*1. Sub-topic:*

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

B. Self-Inspections (Reports, analysis, and recommendations)

*1. Sub-topic:*

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

**C. Incident Reports (Reports, analysis of trends, recommendations)**

**1. Sub-topic: UNSUAL EVENT REPOT**

**Discussion: A key was removed from one of the Staff Key Rings**

**Outcome, Actions, Timeframe: The key needs to be returned to a supervisor or placed under the supervisors door by 10:00am 9/14/18.**

# III. Quality Improvement

**A. File Audits and Case Record Review (reports and recommendations)**

**1. Sub-topic:**

**Discussion:**

**Outcome, Actions, Timeframe:**

**B. Outcome Management (status, reports, recommendations)**

**1. Sub-topic: 30/60/90 DAY FOLLOW CONTACTS/RESPONSES**

**Discussion: THANK YOU MR. COX TO REACHING OUT TO THE FAMILIES.**

**Outcome, Actions, Timeframe: THANK YOU TO THE STAFF THAT PLAYED A ROLE IN PLANTING OR WATERING A SEED TO ENSURE SUCCESS WITH THE YOUTH AND FAMILIES WE SERVE.**

C. Accreditation and Regulatory Requirements

*1. Sub-topic:*

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

**D. Policy and Procedure Updates and/or Review**

**1. Sub-topic: POLICY REVIEWED:**

**Discussion: Medication**

**Outcome, Actions, Timeframe:**

**E. Participant Complaint and Grievance (specific and quarterly review of trends)**

**1. Sub-topic: CONCERNS FROM PARTICIPANTS AND FAMILIES**

**Discussion:**

**Outcome, Actions, Timeframe:**

F. Planning Documents (reports, status of goals and objectives, reformulation)

*1. Sub-topic:* Strategic Plan

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

*2. Sub-topic:* Accessibility Plan

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

*3. Sub-topic:* Cultural Competence Plan

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

*4. Sub-topic:* Input Plan

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

*5. Sub-topic:* Community Relations plan

*Discussion:*  No discussion

# *Outcome, Actions, Timeframe:*

# IV. Risk Management

**A. Risk Management Plan (exposure to loss)**

**1. Sub-topic: CENSUS REPORT**

**Discussion: Everyone is able to accept youth. Staff do NOT need to contact a supervisor or counselor prior to accepting a youth that meets eligibility standards. No one except Mr. Whitter or Mrs. McCray may deny services. Intakes should NOT be delayed until … The best chance of a youth actually coming in is for the intake to occur within 2 to 24 hours of the screening.**

**Outcome, Actions, Timeframe: Bed numbers have increased since July but we still need to maintain 16 CINS/FINS youth each day.**

**B. Employee Concerns or Complaints**

**1. Sub-topic: QUESTIONS, CONCERNS, COMPLAINTS, REQUEST FOR INDIVIDUAL MEETINGS, ETC.**

**Discussion:**

**Outcome, Actions, Timeframe:**

C. Potential regulatory audits and/or investigation of operations

1 .Sub-topic:

Discussion: No discussion

Outcome, Actions, Timeframe:

V. Information Technology

A. Technology Plan

*1. Sub-topic:*

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

# VI. Clinical/Program

**A. Medical and Medication Issues**

**1. Sub-topic: MEDICATION ASSISTING/DISPENSING PROCESS**

**Discussion:**

**Outcome, Actions, Timeframe: Staff are asked to give additional attention to ALL aspects of the medication process. Staff should make every effort to give their undivided attention to the medication process. The entire team on the shift should work together to ensure these actions occur.**

**B. Counseling and Programming Issues**

**1. Sub-topic: PARTICIPANT CONCERNS**

**Discussion:**

**Outcome, Actions, Timeframe: Please respond to all arears discussed. Documentation is important.**

**2. Sub-topic: ACTIVITIES AND OUTINGS**

**Discussion: Review the activity binder**

**Outcome, Actions, Timeframe: Each activity requires an evaluation to occur. Complete the bottom half with pxs and the top portion is for px staff response.**

**3. Sub-topic: SHIFT COVERAGE NEEDS**

**Discussion: NEEDED- Friday 9/14/18- morning coverage and afternoon transport.**

**Reminder, that when you submit a leave request or call in you are the first step in locating coverage. After you have made unsuccessful attempts you may request assistance from Mr. Smith or a supervisor.**

**Outcome, Actions, Timeframe: Please let Mr. Smith or a supervisor know if you are able to assist with the shift coverage needs**

**4. Sub-topic: PARTICIPANT PHONE CALLS**

**Discussion: We have gotten away from pulling px out of the living room for phone calls.**

**Outcome, Actions, Timeframe: After phone call request have been made in House Meeting begin making the calls in the Study Zone or Calm Room.**

**5. Sub-topic: PORTABLE FANS AND WINDOW A/C UNITS**

**Discussion: Fans do no cool a space, only a person**

**Outcome, Actions, Timeframe: When you leave an area turn off fans and window units.**

**6. Sub-topic: HANDOUTS FOR STAFF**

**Discussion: Obtain copies of information from Mr. Cox.**

**Outcome, Actions, Timeframe: VALIC info.- K. Lee, N. Wales, G. Strickland, C. Jonas, W. Harmon, B. Smith, S. Sterling, S. Carter, J. Turk, S. Young, R. McBride. MEDICARE/MEDICAID SERVICES- J. Bartley, S. Carter, O. Jones, T. Scott, B. Smith, N. Thompson, S. Young.**

**7. Sub-topic: EXCESSIVE USE OF INVENTORY**

**Discussion: Ideas for regulating and/or reducing use**

**Outcome, Actions, Timeframe: The amount of sugar and Hawaiian punch we are purchasing well exceeds amounts we have used in the past. We will not continue to increase the amount purchased.**

**8. Sub-topic: SHIFT EXCHANGE REPORTS**

**Discussion: How helpful are they to staff?**

**Outcome, Actions, Timeframe:**

**9. Sub-topic: BEDCHECKS**

**Discussion: Each night the scanner is not working an UER must be completed.**

**Outcome, Actions, Timeframe: The female bed scanner is working and should be used.**

**10. Sub-topic: STRONGROOTS GARDEN PROJECT**

**Discussion:**

**Outcome, Actions, Timeframe: Beginning date is set for September 23, 2018 2:00pm. Staff interested in working with the group should get with Mrs. McCray.**

**11. Sub-topic: FIRE WATCH PROCEDURES**

**Discussion: Plan for updating the fire/alarm system**

**Outcome, Actions, Timeframe: Staff should follow the posted “ FIRE WATCH PROCEDURS” until further notice.**

**12. Sub-topic: SECURITY CHECKS**

**Discussion:**

**Outcome, Actions, Timeframe: Staff need to take extra care at each search, INTAKE, SCHOOL RETURN, INVENTORY**

**13. Sub-topic: SINGLE TRANSPORT PROCEDURES**

**Discussion:**

**Outcome, Actions, Timeframe: Review the approved list before EVERY trip.**

**14. Sub-topic: BACKPACKS**

**Discussion:**

**Outcome, Actions, Timeframe: Px access is limited, staff should supervise**

**VII. Other Business:**

***1. Sub-topic:* GETTING BETTER TOGETHER**

 ***Discussion:* STAFF RECOGNIZING CO-WORKERS FOR THE WORK THEY DO TO HELP MAKE THE JOB WE DO BETTER.**

***Outcome, Actions, Timeframe:* A WORLD OF GRATITUDE TO YOU FOR STEPPING UP AND LEADING A HELPFUL HAND.**

|  |  |  |
| --- | --- | --- |
| **Staff Given shout out** | **Staff Giving shout out** | **Reason for shout out** |

**2. Sub-topic:**

**Discussion:**

**Outcome, Actions, Timeframe:**

Respectfully submitted by:

|  |  |  |
| --- | --- | --- |
| Cassandra McCray |  | 9/13/18 |

Name Date