

**GEORGIA QUALITY MANAGEMENT SYSTEM**  
**Quality Improvement Council**  
State Quarterly Meeting Minutes

Date: March 25, 2009      Time: 1 p.m. to 4 p.m.  
2 Peachtree St. Suite 22-270  
Office of Developmental Disabilities, DHR  
Atlanta, GA

**MINUTES**

**Attendance:**

QIC State Members: Deidra O'Brien, Stephen Hall, Eddie Towson, Christine Hammond,  
Marilyn Reid, Mary West Barclay, Joy Carrell Miller, Michelle Swartz,  
Patti Solomon, Susan Birch and Lance Stevens  
Delmarva Foundation: Marion Olivier-Ruelas, Linda Bodo,  
(Via conference phone) Bob Foley, Sue Kelly and Linda Lawrence  
Absent Members: Val Bradley, Sarah Taub and David Blanchard

**Handouts:**

Meeting Agenda for March 25  
1<sup>st</sup> Quarter Report Data.3.16.09  
QI Council Guidelines.2.19.09  
Statewide Quarterly Minutes.1.26.09

**Welcome, Introductions and Housekeeping Items:**

Marion Olivier facilitated the meeting. She called the meeting to order with a review of the agenda and asked for additions. She also passed around the membership list asking for members and advocacy representatives to sign in and make corrections to contact information needed. Ground rules were reviewed \* and new members signed the Confidentiality Agreement. The meeting included a quorum of voting members. The attendees also reviewed the prior meeting Minutes from January 26, 2009 and approved.

**\* Ground Rules:**

- Cell phones muted
- One conversation at a time
- Everyone has a voice
- Be on time/get out on time
- Do your homework
- Receptive to new ideas
- Keep people with disabilities as the focus
- Keep personal agendas out

**Next Meeting Dates, Times and Places Announced**

June 16, 2009	1 p.m. to 4 p.m.	2 Peachtree St. Suite 22-270
Sept. 10, 2009	10 a.m. to 4 p.m.	Forsyth/Macon area TBA *

\* The upcoming September meeting will be a statewide session for all Regional Councils with the Statewide Council.

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**QI Council Guidelines Review/Approval**

The voting members unanimously approved the State QI Council Guidelines produced by the Georgia Office of Developmental Disabilities for the operation of both the regional and statewide Quality Improvement Councils. The changes discussed at the January Quarterly meeting were made to the Guidelines by Ms. Olivier. One change was regarding voting members being allowed to vote when permitted by the chair to participate in the meeting by conference call. Such a member can call in or write the chair with his or her vote. In addition, members have the option to renew their membership for another two years after serving two years.

Discussion at the January Council meeting to fill three positions in the guidelines came to fruition with the addition of Patti Solomon, a family member and Lance Stevens, a self advocate. A provider still needs to be added.

**Election of Chair and Vice chair**

Deidra O'Brien and Lance Stevens submitted their names to be considered as QI State Chair. Ms. O'Brien is the President of the state ARC and a parent advocate. Mr. Stevens is a self advocate. Members voted to approve Ms. O'Brien in a ballot vote.

Joyce Carrell Miller, a parent advocate, submitted her name to be considered as vice chair. She was not opposed so automatically was approved.

**Discussion on QI Council Website**

The QI Council website was discussed. Members agreed the website should be very accountable to the public and be as informative as possible without breaking any confidentiality commitments. Dr. Hall stressed the importance of posting minutes and resources on the site from the state as well as from the regions. The site explains how to include self advocates which is a priority of the Office of Developmental Disabilities. It also was noted the links for the project plans, tools and the funding formula can be found on the front page. Managers will review minutes before being posted to ensure confidentiality.

**Data Review from Quarterly Report/NCI Data (attachment)**

Ms. Olivier discussed the quarterly report on the **National Core Indicators** (NCI) which are being developed as a systematic approach to performance and outcome measurement. Georgia is one of 13 states conducting reliability and validity tests on the instruments. Only recently, changes to the indicators were modified including health, inclusion, and self-determination. Participating states pool their resources and knowledge to create performance monitoring systems, identify common performance indicators, work out comparable data collection strategies, and share results. Georgia is using NCI as a key component within its quality management systems. This was developed as a tool to reflect system outcomes for people. NCI initially was discussed at the January meeting by Val Bradley from the Human Service Research Institute (HSRI) <http://www.hsri.org> and can be referred to in the Jan. minutes.

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**Person Centered Review Recipient Survey**

Data was explained and reviewed from Person Centered Reviews (PCR) which took place from October, 2008 to December, 2008. There were 480 individuals selected randomly each year. The analysis of the data conducted by Dr. Kelly was for 135 individuals who participated in the Person Centered Review process. The analysis include information based upon interviews with individuals receiving services, staff interview, record review, support coordinator interview, review of the Individual Support Plan (ISP) and observations. The tools used during the PCR are on the GQMS website. The number of PCRs used for the analysis was small but will give members an idea of what will be coming in future survey results.

In review of the ISP QA Checklist results, the difference between “Service Life” and “Good but Paid Life” was discussed. The second term would be a person who had developed relationships in the community but was still mostly dependent on service supports. Natural supports being used to assist individuals in continuing to move toward obtaining a “Community Life” was discussed.

The documentation is not showing how choice is being offered or how people are getting connected in the community. It is expected this will be part of the Support Coordinators’ and providers’ responsibility and monitored under the Quality Enhancement Provider Review. (QEPR)

There was discussion of the need to keep the terms used to describe a “Person Centered Approach” be consistent so families and self advocates don’t get confused in what is being described.

Training, coaching and developing mentors for providers to improve supports and services was discussed. Using outside consultants and/or experts in the field would be ideal to assist providers in improving their supports and services. Dr. Hall said there is a proposal for providers in the new waiver system to receive 3.9 percent in training dollars. It was suggested that training videos be investigated to bring about more cohesion in the training.

A list of recommendations was made on the early data results and is available to members in the final part of the report received at the meeting.

**Delmarva’s Recommendations**

The recommendations developed by Dr. Kelly and based upon analysis of the quarterly data were described. Dr. Hall said Delmarva’s recommendation for Georgia were “spot on.”

**Wrap Up/Tasks**

- Members, please review new forms distributed before next meeting June 16.
- Delmarva will bring additional information on National Core Indicators, (NCI)
- State Quality Improvement Chair will include **Regional Meetings and updates** from their work as a standing agenda item.
- Members should review the Georgia site website: [www.dfmc-georgia.org](http://www.dfmc-georgia.org) The website is part of the Georgia Quality Management System.
- Members may also want to review the Delmarva site at: [www.delmarvafoundation.org](http://www.delmarvafoundation.org). The confidentiality of the conference phone line will be checked and the possibility of a changing password will be investigated.

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- Members and other representatives will continue to add to the **acronym list** and also be considerate of explaining terms to family members and self advocate members. The acronym list will be added to the web site. A hard copy was available at the meeting.

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**FYI ..... Family Members and Self Advocates: The New Options**

Waiver (NOW) Program enrolls individuals who reside with family members or in their own home, and whose needs are less intense and not so urgent as to call for out-of-home residential supports.

The Georgia Comprehensive (COMP) Supports Waiver Program enrolls individuals who need out-of-home residential support and supervision or intensive levels of in-home services to remain in the community.

Both waivers offer individuals the flexibility of choosing person-directed supports although the option of more traditional services is still available to participants in the COMP waiver.