

SUNCOAST REGION QUALITY  
STEERING COMMITTEE

Meeting Minutes  
November 16, 2007

**Attendance:** Jennifer Stone (Provider), Betty Beauchaine (FCC), Carl Littlefield (APD), Rebecca Vasey (Consumer of Service), Debra Morgan, (Provider/Support for Ms. Vasey), Joanna H. Rydzewski (Parent), Patricia Hayston (Family member), Dierdra Walker (Provider), Marcia DiGrazia (AQL).

**Guest:** Kristin Allen (Delmarva representative, Harold Gross (APD), Glorie Singleton (APD), Frank Vizzione (provider).

**Not in Attendance:** Karlton Ballard (Transition), Deborah Davis (Transition), Marcus Hall (Provider), David Brown (Consumer of Services), Beth Kelzer (WSC), Stepanie Engley (Medicaid), David Hawthorne (Provider), Tom Nurse (Parent), Tom Nurse (Parent), Cliff Capron, (Consumer of Services), and Don Mailler, (Provider/Support for Mr. Capron), Patty Rendon (WSC),

Meeting began @ 9:00 AM at the Tampa program office.

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The minutes from the **October's** meeting were approved.

The group discussed the date and location of next year's meeting. It was suggested that we possibly connected with FCC with some of the meetings. There might be an opportunity to work together to support each other in several projects. There are concerns that the steering committee will not have enough time to address regional quality assurance issues. It was voted to meet in January and see how it works out. The Tampa FCC will meet from 10 – 11 and the Steering committee will address their issues from 11 – 1pm. The Steering committee will continue to meet every other month at the St. Petersburg office. The time will change to 10 to 1 pm to allow for members to arrive to the locations on time. Glorie Singleton will contact the West side FCC to invite them to attend future meetings with the Steering committee when they meet in St. Petersburg.

**QA/QI Report** – Marcia DiGrazia

There was much discussion on the need for accountability of providers. In review the draft protocol on addressing provider complaints members suggested there needed to be a time frame for complaints to be responded to and resolved.

Those who call in a complaint wants to know who is handling it, how long it's going to take, was it resolved, and some information on how. It was suggested that we send a letter to the complainant a letter that we have received or are addressing their issue. Also, it was suggested to obtain feedback from the complainant if we did a good job. There will be times that a complaint could be unfounded or unresolved. Feedback may also be submitted that allegations were supported. Most people want to know about "due diligence". Provider is on the radar means that we have a tracking system which shows a trend. Compliant report goes in the provider's file. Carl and the management team should on regular bases be updating themselves about the log and if time frames are being met and how the complaints are being resolved. All these issues should be address in the revision of the protocol.

**Recommendation:**

Develop a Process map showing from the time the complainant calls with a complaint to w/in 24 hrs. of the call.

Unit supervisor/unit has access to complaint log to enter resolution of complaints.

**Recoupment Protocol:** Reviewed activities that have occurred since June when state protocol became promulgated.

**Iris-Jen** will try to connect with Tom. Jen go ahead with investigation.

**APD Overview – Carl Littlefield**

- Rick has been working on hiring assessors and training
- Laurie – complaints and recoupment, interagency transfers.
- Diane – Court issues, foster kids. Aging out of foster care.
- Elena – New reports that are being required.
- Unrest that we feel, WSC's roles are changing with assessing process, providers roles are changing with eliminations of service.

**WiSCC – Kristin Allen**

Overview of Changes – Oct. 1, 2007 effective date.

- #3 SP Needs to be updated
- Pulling a third record for minimum service requirements.
- Projected service outcomes – how services are accomplished.

**Next meeting: Jan 23 with Family Care Council, 10 AM - 1 PM**

**Regional Office, 1313 Tampa Street, Room 517.**