CMT SOCP Meeting Agenda
LDMS Pilots: "Governance Group" - Wednesday, September 25th

Workgroup:	SOCP CMT – Wed.	**Time:**	11:30-12:30	**Facilitator:**	Jana McLellan / Nancy Watkins

Agenda:

Start time: 11:30 – 12:30

Purpose: LDMS Pilots – Progress check-ins and CI Sheet Review

Presence @ meeting: Local area attendance with Krystal Lyon – conference call if necessary or Central computer use

Update on "LDMS Pilots": **Pilots continue through December** to work out process/bugs – works vs. doesn't work

Introductions:

Central Office/Admin Team: Jana McLellan, Michelle Patton, Debbie Aljets, LDMS –, Nancy Watkins, Fiona Tilgner
Discovery Team: Connie Hetrick, Cindy Bennett, Anne Augsburger, LDMS Bernadette
Milton Team: Jonathan Graf, Deborah Maina, Laura Traeger, LDMS - Matt Whiteman
Hawthorne Team: Krystal Lyon, Anne Augsburger, LDMS - Matt Whiteman
LDMS/SPD/DD: Stephanie

Meeting structure:

1). Last Meeting Minutes Review /Action Items

2). Workgroup Check In
- Admin Support
- Discovery
- Hawthorne
- Milton

3). Review CI Sheets
a) Action item: keep originator of CI sheet in the loop via email.
b) Example: CI sheet received by CMT group, include any question and or if more information is needed.

4)I Open Issues / Problem Solving
c) New Identified Issues - Team
d) Resolution of identified issues - Progress reports / follow up

5). Round Table

"Pilots" / "Last meetings Action Items:" 5 minutes

Nancy Watkins: Facilitating – "Review of House Pilot's questionnaires" Matrix handout
Consensus not enough time: 4 hours LDMS condensed training and/ 1.5 hour Prep/share time
- More time for pilot, roadmap, mock CI sheets, practice
- More time to pause/ process / grasp

Consensus Yes track Governance Level CI sheets: Submitted CI Sheets track progress and/or stage(s)
- Add grid to Minutes – emailed each week & Scan and post CI sheets to SOCP Website
- Considering "In House" resolved CI sheets for all house review

Actions Moving Forward: 5 minutes

ITEM	Person(s) Responsible	Due Date
Date for Mid-Point Check-in – 30 attendees	Jana/Vicky	10/2/13
Status Grid, Minutes emailed & posted – with CI Sheet Scans	Debbie	10/2/13
Tools emailed to group - Blank LDMS Agenda meeting	Nancy	09/25/13

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Roundtable

- Jonathan/Milton > (4) panel PVO >displayed in Laundry room cabinet doors
- **Admin – CI sheet Bulk Forms Processing – Life Cycle software request** > Jana / Nick Kern business case instead of Governance Group

Next Meeting: Wednesday, October 2nd – Deschutes Room 11:30 – 12:30
Facilitator: Jonathan Graf, Milton
Adjourned meeting: 1 pm

Attached: "**Governance Group CI Tracking Sheet**"

Continuous Improvement (CI) Sheets submitted/tracked – Submission to Governance Group
Admin (A), Discovery (D), Hawthorne (H), Milton (M)

DATE: Wednesday, September 25th, 2013

Topic House - Person	In-House Resolved	"G.G" Submitted (S)	Additional data requested / who / what	Resolved (R) G.G	Forwarded to:	Closed
Additional Visa – D	✔	✔	Connie check with Donna after Mtg.	Resolved		✔
Addtl Staff during training -D		✔				
Med forms b4 appointment D		✔	Letter & PCP Family History >send home with guardian at "Entry"			
Client Picture ID info-D		✔ ←	• How often needed (additional data) • Safety Piece conversation • Determine Problem & level to resolve			
Bulk Forms Processing - A			• Jana - Business Case information provided to Nick Kern > proposal		DHS PUBS/Nick Kern	

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Continuous Improvement Sheet

Date: 9/18/13   Item number: 1

Manager or supervisor	Area or process name	Person doing this sheet
Connie Hetrick	Discovery	_(signature)_

Problem description	Actions to be taken	Expected results/benefit
Clients moving in/out all the nation ie: clothing offered, hygiene needs - school snacks (only 1 best visa - B/S18 B5JZ having to purchase close)	More DCS to have a visa to help e purchases to lessen burden on BrS1 & BrS2	more visa holders to help purchase needs of new clients

Before improvement (draw picture) limit of high w/ 1 client **After improvement** (draw picture)
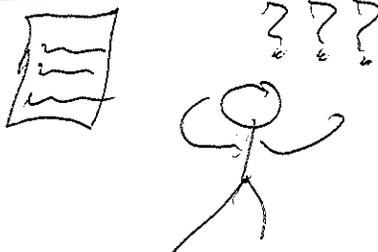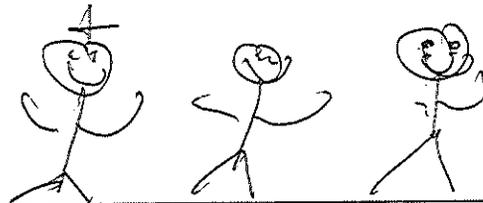
Outputs measured/to be measured to determine impact of changes:

need an additional card (VISA) holder please

Actions

Submitted to unit on date: Resolved: Referred on: 9/18/13	Submitted to: Date: Resolved: Referred on:	Submitted to: Date: Resolved: Referred on:

Resolution action:

Continuous Improvement Sheet

DHS
Oregon Department
of Human Services

Oregon Health Authority

Date: 9/18/3   Item number: _____

Manager or supervisor	Area or process name	Person doing this sheet
Connie Hetrick	Discovery	Carl Morrison

Problem description	Actions to be taken	Expected results/benefit
Filling out Med forms	Forms to be filled out Prior to Med apt	Med APT be More Successful

Before improvement (draw picture)

After improvement (draw picture)

Outputs measured/to be measured to determine impact of changes:

Actions

Submitted to unit on date: Resolved: Referred on:	Submitted to: Date: Resolved: Referred on:	Submitted to: Date: Resolved: Referred on:

Resolution action:
Carey to obtain generic blank form for Team to go through during entry

Continuous Improvement Sheet

Oregon Health Authority

Date: 9.9.13   Item number: _____

Manager or supervisor	Area or process name	Person doing this sheet
Connie	TRAINING	Susan Cady MHT

Problem description	Actions to be taken	Expected results/benefit
not enough Staff support when floor staff being trained to allow for clients needs being met.	Postpone outings Bring in additional staff to support clients need.	Clients needs will be met Clients wont go into behaviors because needs are being met

Before improvement *(draw picture)*

After improvement *(draw picture)*

FL+ 2 Breaking staff for training

need FL+ at Dr. Appt OR on outing

Clients Asking for Food/drinks or have outings

happy clients yeah!

Outputs measured/to be measured to determine impact of changes:
Are clients receiving their outings and having needs met during training time?

Actions

Submitted to unit on date:	Submitted to: Date:	Submitted to: Date:
Resolved:	Resolved:	Resolved:
Referred on:	Referred on:	Referred on:

Resolution action:

Continuous Improvement Sheet

DHS — Oregon Department of Human Services

Oregon Health Authority

Date: 9-23-13   Item number: _____

Manager or supervisor	Area or process name	Person doing this sheet
Connie	ID for Clients	Susan Eddy MHT

Problem description	Actions to be taken	Expected results/benefit
Clients need to carry a House ID Card if sepeated from staff in community	Picture ID cards with name address + phone # should be carried by client not staff when in community	Clients would be safe and returned to Discovery if left unattended in community

Before improvement (draw picture) | **After improvement** (draw picture)

Oh no I'm lost

I Don't Know Where I Live
I Don't Speak
I Don't Know any phone #

Thankyou for Helping

I Know where you live

Outputs measured/to be measured to determine impact of changes:

Actions

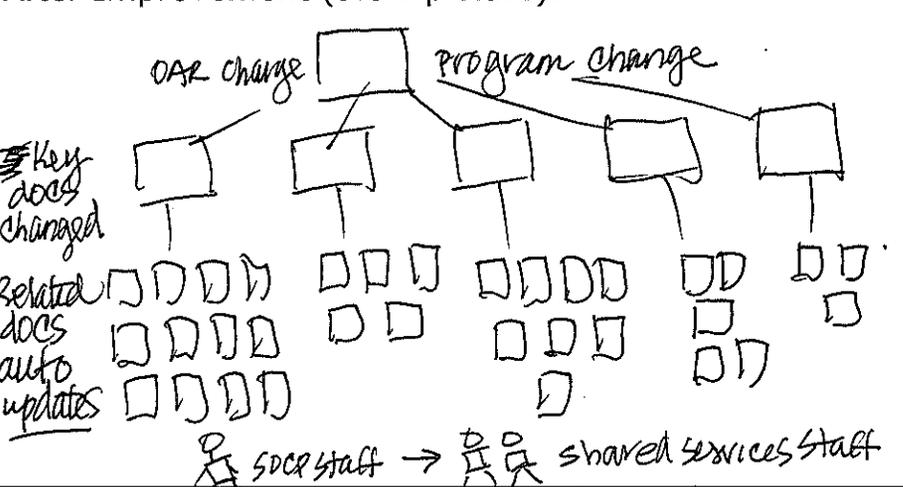| Submitted to unit on date:	Submitted to: Date:	Submitted to: Date:
Resolved:	Resolved:	Resolved:
Referred on:	Referred on:	Referred on:

Resolution action:

Action Sheet

Date: 9/16/13   Item #: 1

Manager Or Supervisor	Area Or Process Name	Person Doing This Sheet
Michelle Patton	Program Forms	Debbie Arjets

Problem Description:	Actions To Be Taken:	Expected Results/Benefit:
Recurrent form "revisions" to included crossover edits to multiple related forms	Purchase "Life Cycle" Software capable of Original document/form corrected & "all" related docs uniformly (instead of individually)	Time, consistency, 200-400 forms, 600 staff in 23 homes and man power to update each form individually → cross program savings – SOCP/ Pubs & forms unit

Before Improvement (draw picture):

OAR change – cause effect every yr/2yrs
Program.
OAR
Number of forms req. changes individually due to OAR/ Program Chang

SOCP   Central Office process   Shared Service   etc,
Staff   Central Office

After Improvement (draw picture):

OAR change   Program change

#Key docs changed
Related docs auto updates

SOCP staff → shared services Staff

Outputs Measured/To Be Measured To Determine Impact Of Changes:
Total # of individual forms individual related & updated individually

☐ New software requires ## initial cost, "testing", "planning" – connecting related forms doc to accommodate bulk-updates.

see attached