

# Meeting Agenda / Minutes / CI Sheets

**LDMS Pilots:** "All Leadership Review Team (ALRT)" - **Wednesday, October 2, 2013**

Workgroup: SOCP CMT – Wed. Time: 11:30-12:30 Facilitator: Jonathan Graf - Milton

## Agenda:

- Last Meeting review Action Items
- Work group check - in
- Review CI Sheets
- Open Issues / Problem Solving
- Round Table

## Introductions/ Attendance:

**Central Office/Admin Team:** Jana McLellan, Michelle Patton, Debbie Aljets, LDMS –, Nancy Watkins, Fiona Tilgner

**Discovery Team:** Connie Hetrick, Cindy Barnett, Tina Bossy, Anne Augsburger, LDMS Bernadette

**Milton Team:** Jonathan Graf, Allen Burris, Laura Traeger, LDMS - Matthew Whiteman

**Hawthorne Team:** Krystal Lyon, Anne Augsburger, LDMS – Nancy Watkins

**LDMS/SPD/DD:** Stephanie PRIMACIO Stephanie <[Stephanie.PRIMACIO@dhssoha.state.or.us](mailto:Stephanie.PRIMACIO@dhssoha.state.or.us)>

**Web link:** <http://www.dhs.state.or.us/spd/tools/dd/socp/training.html>

## Actions Moving Forward: 5 minutes

ITEM	Person(s) Responsible	Due Date
<b>Date for MID-POINT Check-in (30 attendees) CONFIRMED: Fiona</b> <ul style="list-style-type: none"> <li>• <b>Who:</b> ALL LEAN Field Liaisons/Pilot houses</li> <li>• <b>Purpose:</b> Team building and collective pilots"</li> <li>• <b>When:</b> Tuesday, Oct. 29<sup>th</sup> 10 a.m. – 3 p.m.</li> <li>• <b>Where:</b> Winema Chemeketa Campus – Building 50, Room 227-228</li> </ul>	<b>ACTION:</b> Nancy to email PMs & SMs – SMs email only date/time	10/07/13
Meeting minutes emailed & posted – with CI Sheet Scans <b>Correction/Additions:</b> Cindy Bennett Barnett, Tiny Bossy & Allen Burris to Committee Contacts	Debbie	10/4/13
<b>ACTION:</b> Add #'s to the CI Sheets SCANS before posting		
<b>NOTE:</b> Naming of our group GG Governance Group (conflict) -	Matt	01/2/13
<b>ACTION:</b> Gather data consensus Discover House Start / End Shift times	Tina/Connie	10/10/13
<b>ACTION:</b> Present @ LaborMngment/HR – Contract/ Program/Business needs	Jana	Nov. mtg
<b>ACTION:</b> Change Wed ALRT meeting to 2 hours with food provided	Jana	10/10/13
<b>ACTION:</b> Add "LDMS Report" to All Managers Meetings - communications	Jana/Vicky	
<b>ACTION:</b> Email BVS1's not meeting after All Mngrs.	Jana/Vicky	

## Workgroup Check In

CENTRAL –doing well > Skills vs. Duties Matrix in review > 20 Keys LDMS Model 4 being presented Thursday, October 3rd with a make-up session for Michelle/Debbie

- **ACTION:** Add Badge CI sheet > Add Barbara's phones CI sheet

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DISCOVERY – Huddling a lot with engaged staff. Conversations are more professional. Huddle/LDMS has empowered staff with belonging and having an impact. Noted: some CI sheets prompt ADDITIONAL CI sheet.

Tina, as facilitator, is more confident after mentoring by Connie. End with Favorite song. 0940 - 0945

**CI Sheet submitted for "6 a.m. Shift start/end consistency:"** Staff suggested for consideration and discussion:

Program-wide of consistent shift start / end times ex. 6 a.m. (some group homes currently)

House application of earlier start time = 6 a.m. instead of 7:30 a.m.

**Reasoning:** before client wakes/less activity/less difficult for clients/ability to accept other homes OT

- **ACTION:** Connie/Tina - Gather data, get staff consensus for Discovery staff all shifts
- **ACTION:** Jana to present at November Labor Management – contract / program business needs / rules

**Nancy "process" suggestion: Discuss CI Sheets as they are submitted**

1. Need to be quick and easy to read and review 5-10 mins. by group/shifts (all shifts agree thumbs up/down)
2. Upon agreement by all shifts – determine IF worthy of review / resolve in house / or move forward to Wednesday, Central office All Leadership Review Team (ALRT) 11:30 – 1: 30
3. Postpone CI sheets requiring more discussion to "House Review of CI sheets" meetings – Matthew
4. IF CI sheet is consider "YES" move forward:
  - a. Back of sheet to note each shift is in agreement
    - i. Staff names, date agree, date disagree (Sticky note, label, Post It)

**Bernadette** – Next week will be Discovery's First "House Review of CI sheets"

HAWTHORNE: PVO Board setup reconsidering to be more user friendly. Huddles – with Nancy several times and assist with direction of huddle. CI sheets turning into – stuff currently do.

Ants – example – solution - call exterminator, dead ant. Enjoying the process of drawing/pictures. Will discuss glitches in process at Monday's meeting.

MILTON: Regular huddles with creative ideas. Question(s) about the "Level" of importance of a problem/CI sheet. How small whether needs a CI Sheet. Wide variety topics – flood parking lot, more nutritious meals, want IMPUT from others. Working to draw out others (shy/timid) to participate and even facilitate.

**Stephanie:** LDMS Leader / Check in – were the trained individuals able to take back the LDMS pieces back to the house efficiently.

- Tina/Discovery -Some needed remember(s) and confirm the process. Connie supported and stood by Tina for encouragement.
- Connie/Discovery – it is valuable – modeling and practicing in their setting instead of office setting.
- Krystal/Hawthorne – all shifts are having a huddle – and LOVE it. Swing shift – down – 2 man team compensating. Being creative. Football huddle – agenda on floor. More engaged.

#### Review of New CI Sheets

TINA/Discovery – different Group Home shifts start at 6. Different houses start times are different. (6, 7, 7:30 a.m.)

**Program-wide** of consistent shift start / end times ex. 6 a.m. (some group homes currently)

**House application of earlier start time** = 6 a.m. instead of 7:30 a.m.

**Reasoning:** before client wakes/less activity/less difficult for clients/ability to accept other homes OT, Mandatories, Volunteer for partial and miss opportunity IF, etc.

- **ACTION:** Connie/Tina - Gather data, get staff consensus for Discovery staff all shifts

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### LDMS Pilots: "All Leadership Review Team (ALRT)" - Wednesday, October 2, 2013

- **ACTION**: Jana to present at November Labor Management – contract / program business needs / rules
- **Consider**: HR conversation/Contracts – allow 2 hour instead of 1 hour to arrive at OT home.

Can it happen on the group home level - IF all of DISCOVERY wants to start at different time has to be consensus.

Stephanie – remember differentiating between "PROBLEM stage" – don't jump to the "SOLUTION stage"

- Because not consistent – I lose out on Overtime.
- Collect for 30 days the data of how many are losing opportunities or is it localized problem.
- Laura – people will wait – house needs –they will wait. And stay 2 hours later.
- Not gut instinct there is a problem / DATA collection driven
- Would decrease people being mandated for the full 8 hours instead 2 hours.
  - **ACTION**: Jana – data useful. Overtime not every season will have same data. Suggestion > take Labor Management team in 2 weeks - contract language – could be quick fix. Instead of doing a study it for a month.
  - **UNANIMOUS** - GOOD idea take to Labor management.

Nancy "process" suggestion: CI Sheets to be "Vetted" before submit to ALRT - Wednesdays

- AGREED to by ALL shifts. Put Day shift in agreement – within 24 hours – be reviewed by everyone/majority on each sheet document on the back of the sheet. Sticky note, Label thumbs up or thumbs down.
- RESPOND to originally submitter of CI sheet – now being reviewed outside of the Governance Group. Wednesday – group.

NOTE: Consistency in "responding to submitter: SUGGESTIONS/ SOLUTION do together CONNIE & TINA – With Face-to-face preference with Email only as secondary (Jana)

- Jana – Caution to not falsely empowering in some instances > Not all CI sheets will be submitted to Wednesday ALRT
- Tina – empowering staff question. Solution > not race to get things to Jana.
- THIS is a pilot group and working out the process and bugs.

Nancy "process" suggestion: Is 2 hours enough for this group? (NO)

- **ACTION**: JANA – increase to 2 hours and will provide some food. (Fruit suggested)

HAWTHORNE:

#8 -CI Sheet – Omlid & Sweeny vs. Western State Fire Protection: Air ducts > cleaned > contract & should be doing this > Michelle & Krystal can it be organized for all house if it is indeed the contract. DID present itself > affects everyone. Omlid & Sweeny – Maglocks vendor lives in Eugene > no tech wait til Monday. Bought out by other company – under their name & is stationed in Portland. Same price. Diagnosed over the phone. How do we confirm "contract" is still in effect – there is one closer.

#7 - CI sheet – Coastwide: – try some different options > Quantities > Phone Orders > Delivery > utilize less shelf space  
NO Minimum – but be reasonable - not just want bottle of Dawn.

Two orders a month – IS a limit for ordering.

Order with Madison – neighboring Group home.

Jana summary – CI sheets need to be vetted at the house before coming to this Wed Group.

**ACTION**: House solved sheet. How to communication / information to all houses.

Solution: LDMS report as our All Managers Meeting > transition / introduction (Jana/Vicky add to Agenda)

**ACTION**: NO BVS1s –All Managers Meeting will be all day – need to email all BVS's (Jana/Vicky)

Review of New CI Sheets

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### Open Issues and Round table

Sharing Best Practices

Fruit next week

Connie wants Lean Leaders feedback from visits in the home – Matthew, Nancy, Bernadette – share experiences visiting the homes :

CI all managers meeting

State-wide Data Base

Sharing best practices

LDMS Reports

Continuity

System thinkers

What do we call ourselves – All Leadership Review Team - ALRT

Next Meeting: **Wednesday, October 10, 2013 – 11:30 – 1:30 with food provided**

Facilitator: **Krystal Lyon - Hawthorne**

Adjourned

**MID POINT MEETING CONFIRMED: Oct. 29<sup>th</sup> 10-3 Room 227-228 Winema - Fiona**

Attached: “**All Leadership Review Team (ALRT) CI Tracking Sheet**”

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

**DATE:** Wednesday, October 2, 2013 – #6-#9 added (4 sheets) discussed

Topic	In-House Resolved	"G.G" Submitted (S)	Additional data requested / who / what	Resolved (R) G.G	Forwarded to:	Closed
House - Person						
#1 Additional Visa – D	✓	✓	Connie check with Donna after Mtg.	Resolved		✓
#2 Addtl Staff during training -D		✓				
#3 Med forms b4 appointment D		✓	Letter & PCP Family History >send home with guardian at "Entry"			
#4 Client Picture ID info-D		✓	<ul style="list-style-type: none"> <li>• How often needed (additional data)</li> <li>• Safety Piece conversation</li> <li>• Determine Problem &amp; level to resolve</li> </ul>			
#5 Bulk Forms Processing – A			<ul style="list-style-type: none"> <li>• Jana – Business Case information provided to Nick Kern &gt; proposal</li> </ul>		DHS PUBS/Nick Kern	
#6 Consistent Shift Starts			<ul style="list-style-type: none"> <li>• Connie/Tina Discovery Staff discussion</li> <li>• Jana Labor Management discussion</li> </ul>			
#7 Onlid&Sweeny vs. Western State Fire Protections = Response time Eugene/PDX			<ul style="list-style-type: none"> <li>• Michelle/Krystal coordination</li> </ul>			
#8 Coastwide Orders, Quantities, Phone Orders, Delivery			<ul style="list-style-type: none"> <li>• Krystal - Testing out – next months orders</li> </ul>			
#9 Air Duct Annual/Systematically for all homes			<ul style="list-style-type: none"> <li>• Michelle/Krystal coordination in progress</li> </ul>			

PRIMACIO Stephanie <Stephanie.PRIMACIO@dhsosha.state.or.us>

Continuous Improvement Sheet

Date: 10-1-13 Item number: 3

Manager or supervisor	Area or process name	Person doing this sheet
		Toni's Michael

Problem description	Actions to be taken	Expected results/benefit
<p>would like a standard shift starting time                  we have a gap, 6:30am and 7am shift.                  would like a generic shift time evaluator.                  assemly will</p>	<p>standard start time</p>	<p>Working 01</p>
Before improvement (draw picture)	After improvement (draw picture)	

1E: IF staff wanted to work over time at ORE could do it due to our shift ends at 3 - then shift starts at 7pm - will have all hand to get there - must have voluntery person willing to stay until that person gets there

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

Actions			
Submitted to unit on date:	Submitted to:	Date:	Submitted to:
Resolved:	Resolved:		Resolved:
Referred on:	Referred on:		Referred on:
Resolution action:			

#7 - Coastwide Orders - Quantities / delivery / phone orders

10/2/13 ALRT  
4th Leadership Renewal Team



Oregon Department of Human Services

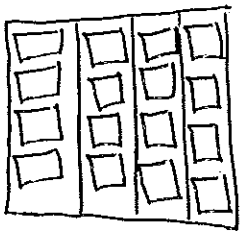
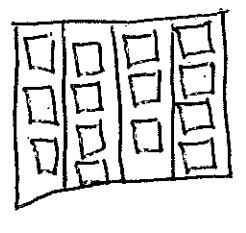
# Continuous Improvement Sheet



Date: 9-30-2013 Item number: \_\_\_\_\_

Manager or supervisor <u>Kristal Upton</u>	Area or process name <u>Hawthorne - Coastwide</u>	Person doing this sheet <u>Kristal Upton</u>
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Problem description <u>Purchasing coastwide supplies in bulk &amp; not enough room to store it.</u>	Actions to be taken <u>try purchasing in smaller quantities, so there is less to store.</u>	Expected results/benefit <u>less items from coastwide stored @ Hawthorne</u>
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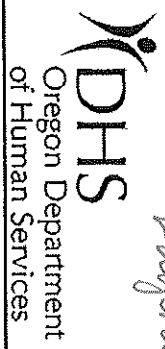
Before improvement (draw picture) 	After improvement (draw picture) 
description: 2 shelves packed w/ coastwide supplies...	description: 1 shelf with coastwide supplies, not packed...

Outputs measured/to be measured to determine impact of changes:  
only have one shelf w/ coastwide supplies instead of two.

Actions: <u>going to try...</u>	
Submitted to Unit on date: <u>9-30-2013</u>	Submitted to: _____ Date: _____
Resolved: <u>going to coastwide to resolve</u>	Resolved: _____
Referred on: <u>ask if we can buy coastwide instead of bulk</u>	Referred on: _____
Resolution action: <u>where you can only buy in bulk.</u>	

#8 Omid & Audrey vs. Western State Fire Protection = Response Eugene Portland

10/2/13 - ART meeting



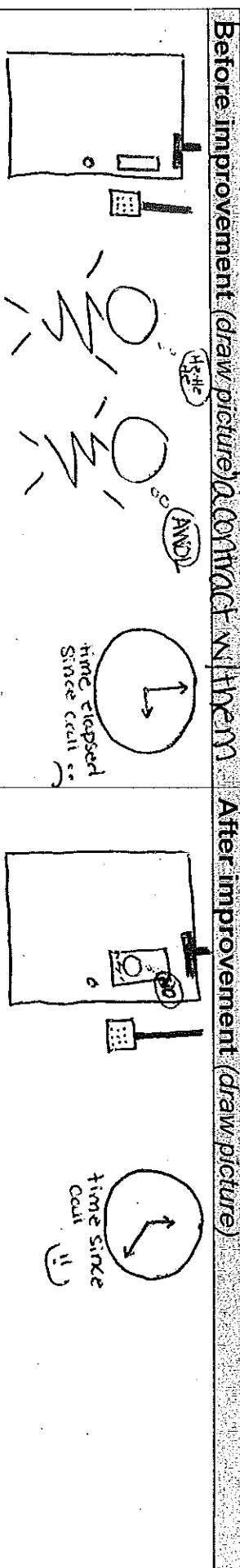
Continuous Improvement Sheet



Date: 9/30/2013 Item number: \_\_\_\_\_

Manager or supervisor	Area or process name	Person doing this sheet
Kyrista Lyon	Portland area - Omid & Audrey	Kyrista Lyon

Problem description	Actions to be taken	Expected results/benefit
Omid & Audrey is located look into Western state fire down in Springfield/Eugene protection, as they are a area. Approx 3 hrs from the division on OAS and are Portland area. Currently not liberated in Portland area.		Have a closer agency serve the Portland area



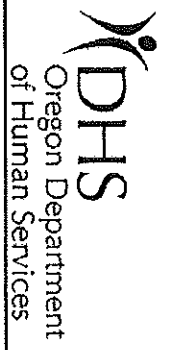
Outputs measured/to be measured to determine impact of changes:

Actions			
Submitted to unit on date:	Submitted to:	Date:	Submitted to:
Resolved:	Resolved:		Resolved:
Referred on:	Referred on:		Referred on:
Resolution action:			



#9 Air duct Annually - Group Home - Systematically  
 wide like Book Rack




10/27/13 AHM Hyg



### Continuous Improvement Sheet



Date: 9.30.2013 Item number: \_\_\_\_\_

Manager or supervisor		Area or process name		Person doing this sheet	
Kristal Upon		James Heating & Cooling		Kristal Upon	
Problem description		Actions to be taken		Expected results/benefit	
<p>Getting air ducts cleaned regularly in all SOCP homes</p> 		<p>Look into contract w/ James H&amp;C to see if duct cleaning is covered, if so put on schedule for all homes to be done annually</p> 		<p>Air ducts in all homes to be cleaned annually. Set houses on rotation like backflow is done.</p> 	
Outputs measured/to be measured to determine impact of changes:					
<b>Actions</b>					
Submitted to unit on date:		Submitted to:		Date:	
Resolved:		Resolved:		Resolved:	
Referred on:		Referred on:		Referred on:	
Resolution action:					