Nursing Care Quality Assurance Commission (NCQAC)
 Discipline Sub-committee Agenda
 August 13, 2019 MINUTES  3:30 pm to 5:30 pm

You can also dial in using your phone
 United States: +1 (571) 317-3122
 Access Code: 118-284-613

Committee Members: Adam Canary, LPN, Chair
Cass Tang, Public Member
Lois Hoell, MS, MBA, RN
Sharon Ness, RN
Tiffany Randich, LPN
Tracy Rude, LPN ad hoc
Dawn Morrell, RN, BSN, CCRN

Staff: Catherine Woodard, Director, Discipline
Karl Hoehn, Asst Director, Legal
Grant Hulteen, Asst Director, Investigations
John Furman, Asst Director, WHPS by phone
Teresa Corrado, Asst Director, Case Management
Helen Budde, Case Manager
Barb Elsner, HSC

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I. 3:30 PM Opening – Adam
   • Note that this agenda is from the meeting intended to be held July 23rd. We could not hold the July 23rd meeting because of technical difficulty and no notice to the public that the call-in number had changed.
   • Call to order – Digital recording announcement
   • Roll call

II. June 25, 2019 Minutes – Adam
   • Approved.

III. Highlights of the July 11/12 commission workshop and business meeting – Adam
   • As Adam was excused from the July commission meeting and workshop, others filled in with comments.
   • Lois said there was a lot of information at the workshop and she greatly appreciated it.
   • Tracy has nothing to add.
   • Sharon said it was educational and a good meeting.
   • Cass said based on her prior experience with the commission, the quality of the logistics has greatly improved and she noticed it was well-attended by staff.
   • Catherine commented on all the work commission members did on the strategic plan.

IV. Quarterly Performance Reports – Catherine, Grant, Karl, and John
   • Grant commented that the new investigators are working the oldest cases to clean up the backlog. In recent weeks depicted on the graph of investigations opened v. investigations completed, the investigators have completed more cases than opened at CMT. However, that’s about to shift again because the last couple weeks has seen an increase in cases opened.
   • Lois asked if there is a higher acuity of cases under review and assigned to investigations? Per Grant, no, the case natures have largely remained the same.
   • The comment on the expedited closure graph is that the procedure we developed from 2018 wasn’t working, so we’re back to frequent conferring with staff attorneys and that is a better use of time.
   • On Legal’s performance measure graph, Karl pointed out that the numbers are a little below target. These will improve with the addition of the new staff attorneys who are starting soon.
   • Regarding legal caseload, Karl noted that the caseloads are trending up but they are under control. Will see an increase with increased investigators. The ARNP cases are remaining flat.
   • On the graph depicting cases closed short of discipline, Karl pointed out that both cases finalized by STID, etc., and with legal review only are all trending up, but the number of total finalized cases fluctuates.
   • Lois asked if the attorneys are getting feedback from the commission members on the cases? Karl said everyone is working hard and they are getting feedback, nothing that is unreasonably late.
   • John’s comment on WHPS reports is that the numbers are consistent with prior months with no significant deviations. There was one significant non-compliance and one clarification.
   • Cass asked about other things WHPS can do to grow the program and improve performances. We gave the update on growing WHPS as part of the strategic
plan: details forthcoming at the September 13 commission meeting. This will also include procedure review and trying other things to encourage nurses to get in and stay in the program.

V. W39 Procedure Review – Peers Support Groups – Catherine, Lois, Tracy
  o Catherine and Lois introduced the procedure changes that grew out of a change John requested a few months earlier. Lois worked with Tracy to reorganize the procedure to improve the flow and eliminate incongruence.
  o With a few minor edits, the subcommittee approves this moving forward to the September business meeting for review and adoption.

VI. A25 Procedure Review – Case Disposition Panels – Karl
  o Karl introduced revisions to this procedure and described it as clarification on points and more definitive than the previous procedure. A particular case came up several months ago that required the participants to go to the procedure to answer questions. It was then that we saw the procedure needed to clarify certain points.
  o Up until now, CDP was a three-member panel where one member might say, “I’d like to get a case in...” It’s legal to do that, but... This revised procedure now requires a three-member panel plus the RCM. This is distinct from order presentation when a panel of four is always required and the law prohibits the RCM from deciding the case.
  o Lois said she was pretty much in agreement, but is confounded by how we refer to commission members. Can a pro-tem be on CDP? Karl said yes, if the assignment is in the pro-tem letter.
  o Lois said to her the challenge of a staff attorney presenting the case is that they can’t weigh in on the nursing side of the issue. Dawn said in her case, the evidence was weak and so it was not necessary to make the case and have an RCM there.
  o Sharon thinks it happens quite a bit when a staff attorney presents the case instead of the RCM. She believes the RCM must still present the case. The panel member must hear from the RCM.
  o Tiffany said it is their duty; they signed up to do this and must play their role with the attorney to review, document, and present. She said it weighs importance on the commitment they’ve made.
  o Karl said we could change the language to reflect the RCM will present at CDP with a staff attorney assist.
  o Catherine committed to getting the doodle poll out to consider alternate CDP meeting times, especially if RCMs are required to attend. Tracy said it’s good to explore alternatives to consider more ideal times to present cases.
  o Catherine will make the suggested edits to the procedure, format, and add to the packet for the September business meeting review and hopeful adoption.

VII. New hires, new titles, new supervisor update– Catherine
  o Catherine updated the subcommittee on the change from associate director to director, and manager to assistant director designations. Teresa Corrado moved from Licensing to Discipline as Assistant Director, Case Management. Amber Bielaski is the new Assistant Director, Licensing. Chris Archuleta is the new Director, Operations. We have five new investigators and three new staff attorneys, all starting from mid-July to mid-September.
The commission asked about seeing an org chart, which Paula’s admin sent out in late July.

VIII. Discussion re: potential shift of monthly meeting date – Catherine
  o Catherine introduced the possibility of changing the subcommittee meeting date to the third Tuesday of the month instead of the fourth Tuesday as it is now. This is a consideration for getting materials into the business meeting packet on time instead of missing that deadline and having to wait sometimes two months until the next meeting.
  o Adam took a poll and everyone agreed that the third Tuesday would work. Lois has a conflict with another (non-commission) committee she’s on, but she was thinking of dropping off that committee anyway.
  o Email to Jen Anderson (communications) to request she post this to the website.

IX. Work Plan – Adam
Review status of items on the work plan
  o Nothing to add at this time. We will probably have things after the next business meeting that grow out of the strategic plan discussion.

X. Meeting Evaluation – All
  o Lois: Good discussion. We all have our perspectives and work well together.
  o Sharon: Good discussion. Happy for the new people on board.
  o Tiffany: Great meeting, good discussions, respectful of viewpoints.
  o Tracy: Good meeting. A lot of work from staff. Changes and additions of staff are a welcome relief. Grateful for new and old!
  o Dawn: Always impressed by the Discipline Subcommittee. Appreciates all the work.
  o Cass: Thank you for work. Always pros and cons to our choices. Likes the strong recommendations.
  o Catherine: Appreciates the guidance of the commission.
  o Grant: Very good meeting. Appreciate the insights, time, and effort to help us. Pleasure to work with you all.
  o Teresa: Great meeting! Interactive, learning, and we are good teachers.
  o Helen: Great meeting. Appreciate the work on the procedures. Good discussion. The meetings teach me.
  o Barbie: Great. I learn something new each time.
  o Adam: Good discussion. Echo what everyone else has said.

XI. Closing
  o Meeting adjourned at 5:28pm.