



July 2008

# QAT

## QuArTerly

In the Spot Light

Getting to Know a QAT



**My name is Traci Lisowski,**

**Tracy Lisowski**

I have been a QAT since 2004 and am working on my 5th VOICE review. My health has put a space in between my ability to do more VOICE reviews. I am glad to be involved again. The VOICE review is such a positive avenue for many individuals to make changes in their lives and to be able to share their lives.

I am married and have 4 children, Brandon - 21, Aaron - 20, Josh - 18 and Ashley - 16. We live on the outskirts of Winona / MN City. I spend my free time going to my son's football games and wrestling matches and my daughters volleyball games. Volunteering has been a huge part of my life. I am on the Parish Council at St. Stairs Church, past President of the Mat Club and have been active in the Boy Scouts for more than 15 years. I am the proud mom of 3 Eagle Scouts.

I have the honor of spending my work week with 4 men and 1 woman that reside in a home with Home and Community Options of Winona. I will be going on my 14th year with this agency. They have taught me patience, understanding and compassion. Every day is a new learning opportunity. I am a certified CPR instructor and involved in many agency committees.

# Quips and Quotes From the QA Manager

## Small Group Refresher Meetings - Fall 2008

### Meeting Reduction Notice

In the future QAT Small Group Refresher Meetings will be held only once a year. Refresher Meetings were held in October and November of 2007 and will be held again Fall of 2008

### Topic for Fall 2008

#### ***Interviewing: Have you asked all the questions?***

I have seen many reviews that come back with a consideration that QATs are asking questions that should really be asked in the interview process and not just listed in the book. Many times these are suggestions from the QATs and not from the Quality Circle.

#### **Examples:**

You shared that you enjoy playing the piano and performing for people.

**CONSIDERATION:** Would you like to do piano recitals in the community? Perhaps at nursing homes or schools?

You started gardening in your yard at home this year. This seems to provide you with a pleasant activity.

**CONSIDERATION:** Would participation in a gardening club be of interest to you? Is there a garden club in your hometown? Would the garden club in your hometown be of interest to you?

You seem to really like animals. You expressed an interest in dogs.

**CONSIDERATION:** Would you like to visit an animal shelter and spend time with the homeless animals?

You were in a 4-H club for a while. This provided you with social as well as craft activities.

**CONSIDERATION:** Are you interested in participating in 4-H again? Is this something that is of interest to you?

In the past you expressed an interest in being a waitress. This was your 'dream job'.

**CONSIDERATION:** Is being a waitress still of interest to you? If so, is there a potential for this in your hometown?

We noticed you have a lot of CDs of John Bon Jovi in your collection.

**CONSIDERATION:** Would you like to go see him in concert?

You seem very happy with your life as it is. These considerations are just questions to see if there are additional things that may be of interest to you. We learned that you have a very wide variety of interests and activities. Perhaps there are others that you would like to pursue?

### Database Update:

## Coming soon: Spell Check!!!

There will be a new version of the database coming soon:

This version is mainly to give county personnel access to the respective county reports. There will be some things that will affect you as QATs:

1. Authorizations will change. You will only be able to see:
  - a. the individuals and providers that are involved in your current review
  - b. QAT lists and Provider lists
  - c. The home page will only have the statistics you currently see on the right-hand side of the screen.
2. Spell check will be back
3. My name and address will print on the cover page of the review for quality circle members to see.
4. Learning portrait page will print
5. Margins on the final report should be cleaned up
6. He is going to attempt to solve the problem with findings not always staying on the same page. This may or may not work.

**When the new version is ready, I will send out a new link to be downloaded. (changes are too large for it to automatically update)**

## **Age Appropriate Learning Portraits**

As you develop your learning portraits be aware of the individuals age and make sure the learning portrait is appropriate. This can be a challenge depending on an individuals functional level. Using a learning portrait that is juvenile for an adult can seem disrespectful.

### **Helpful Hints:**

1. As you go through the interview process observe the things that are a part of the persons life.
2. Use your partner as a place to check in and discuss the the appropriatness your learning portrait.
3. If you are still in doubt talk to a quality circle member about your idea and get their input.

## **Scheduling Final Meetings**

On a fairly regular basis I receive feedback that the final meeting was not scheduled at a convenient time or a quality circle member was never consulted about when to hold the final meeting. Although it can be challenging to schedule a final meeting that works for everyone it is very important to make an effort to do so.

It often works best to start out with a couple of dates that work for the person having the **VOICE** review and the QATs. After determining those dates be sure to contact all the quality circle members about which dates work best for them. Then schedule the final meeting at a time when the most quality circle members can attend. Don't forget to send out a letter about the final meeting including the date, time and location.

***LeAnn Bieber***  
***Quality Assurance Manager***

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## Director Dan's Notations:

First off – Thank You for being a QAT! You are the backbone of all the Quality Improvement efforts that Region 10 QA has to offer. The level of commitment and dedication you bring to make every VOICE review the best does not go unnoticed. Where ever we go, people tell us how good our QATs are. (for the most part 😊)

But did you know that there are other Region 10 experiences and needing support and good people? I'd like to take sometime to outline a few and give you contact info about them.

1. **Region 10 Stakeholders** – No! This is not the same as Region 10 QA. The Stakeholders meet as a group quarterly and in the past did design Region 10 QA. The next meeting is October 2<sup>nd</sup>, 1:30 to 3:30 PM at RPU in Rochester. Currently they are working in 3 subgroups (meeting schedules vary) that are looking to make changes to our State's and maybe Federal funding structures. Impossible you may say? Tell that to those that made QA a reality – they heard the same thing. The three work groups are:

- **·Single Person Directed Centered Plan and Budget**  
Contact: Polly Owens 507-281-6116
- **·Support Workers Paid a Living Wage**  
Contact: Karla Mullenbach 507-281-1148
- **·Maintain Consistent, Stable Funding Source**  
Contact: Harry Nevling 507-289-8989

2. **Region 10 Quality Assurance Commission** - This is the group that gives direction for current and future efforts of Region 10 Quality Assurance. They oversee all the committee work as well. 20 people serve on this board that meets every other month. You do not need to be on this group to be active in one of the committees. To get active in one of the following – please contact Dan at (507)287-2032 or [danz@mn-voice.org](mailto:danz@mn-voice.org).

- **Finance** – This group assist with all the financial pieces for QA. Yes – that means budgets. If you are a numbers person – we really need you!
- **VOICE Assessment and Review (VAR)** – This group reviews surveys (QC feedback, QAT feedback, barriers reports, the new U of M Study) to determine how our quality is, what must we improve upon and what must we continue to do well.
- **Expansion** – This group assists with the outlying areas that are working to implement **VOICE** in their areas. !

**Dan Zimmer**  
**Director**

**Website:** [www.mn-voice.org](http://www.mn-voice.org)

Have you visited it lately? Check it out

# The SAMPLER

## Learning Portrait

### For The Love of Movies

This learning portrait was made for an individual who loves movies. The miniature 'movie clappers' each represented an important area in the persons life.



The movie clappers (yes that is what they are really called) were small cards with areas to write the pertinent information



Please let me know about the learning portrait ideas that you have used. The ideas are great to share and often work for other individuals with a few modifications.

**Dont't forget to take pictures of the learning portraits that you do!**

Thanks much,  
deb niedfeldt

### Contact Information:

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