



## **PUBLIC MEETING NOTICE**

The Accountability and Quality Committee of The Bridge Center for Hope will hold an Accountability and Quality Committee meeting as shown below:

DATE: Friday, September 17, 2021

TIME: 10:00 AM – 11:00 AM

LOCATION: Join Zoom Meeting

<https://us02web.zoom.us/j/82751529927?pwd=RGVoT3dCaUJ1d09rTFdkditsRW8vdz09>

Meeting ID: 827 5152 9927

Passcode: 376705

Phone: 346-248-7799

AGENDA: Attached

**The public is invited to attend.**

Notice has been made of this meeting, through publication and via internet, to comply with the “Louisiana Open Meetings Law”.

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Charlotte Claiborne, Bridge Center for Hope  
Executive Director



## ACCOUNTABILITY AND QUALITY COMMITTEE MEETING

SEPTEMBER 17, 2021

10:00 AM – 11:00 AM

Zoom Meeting

<https://us02web.zoom.us/j/82751529927?pwd=RGVoT3dCaUJ1d09rTFdkditsRW8vdz09>

Meeting ID: 827 5152 9927

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### AGENDA

- |      |   |                       |
|------|---|-----------------------|
| I.   | CALL MEETING TO ORDER   | Dr. Jan Laughinghouse |
| II.  | PUBLIC COMMENT ON AGENDA ITEMS  | Dr. Jan Laughinghouse |
| III. | ACCOUNTABILITY AND QUALITY COMMITTEE<br>A. For Action: Approval of Minutes for the Accountability and<br>Quality Committee meeting held July 9, 2021  | Dr. Jan Laughinghouse |
| IV.  | REPORTS<br>A. For Discussion: Provider Monthly Outcome Performance Report<br>B. For Discussion: Incident and Critical Incident Policy and Reporting<br>C. For Discussion: Complaint Policy and Report | Dr. Jan Laughinghouse |
| V.   | UNFINISHED BUSINESS   | Dr. Jan Laughinghouse |
| VI.  | NEW BUSINESS  | Dr. Jan Laughinghouse |
| VII. | ADJOURN   | Dr. Jan Laughinghouse |

**THE BRIDGE CENTER FOR HOPE, INC'S  
CERTIFICATION PURSUANT TO  
GUBERNATORIAL PROCLAMATION JBE 2020-30**

**WHEREAS**, on March 11, 2020, the Governor of the State of Louisiana declared a Public Health Emergency due to the threat posed to public safety by the COVID-19 outbreak;

**WHEREAS**, on March 16, 2020, the Governor issued Proclamation JBE 2020-30, entitled Additional Measures for COVID-19 Public Health Emergency;

**WHEREAS**, the purpose of Proclamation JBE 2020-30 was to provide, in part, for additional measures to help combat the spread of COVID-19;

**WHEREAS**, Section Four of Proclamation JBE 2020-30 authorized attendance at public meetings via teleconference or video conference during the pendency of the emergency;

**WHEREAS**, Section Four of Proclamation JBE 2020-30 further mandated that, before invoking the authority of Section Four, a public entity is required to certify that it would be unable to operate due to quorum requirements;

**WHEREAS**, The Bridge Center for Hope, Inc. needs to conduct essential business;

**WHEREAS**, due to health and safety concerns and in order to comply with COVID-19 restrictions, The Bridge Center for Hope, Inc. is unable to obtain a quorum of the members to attend an in-person meeting; and

**WHEREAS**, The Bridge Center for Hope, Inc., therefore, needs to implement the authorization in Section Four of Proclamation JBE 2020-30;

**NOW THEREFORE**, pursuant to the authority contained in Proclamation JBE 2020-30, The Bridge Center for Hope, Inc. hereby certifies on this 10<sup>th</sup> day of September 2021, that it is unable to obtain an in-person quorum for its Accountability and Quality Committee meeting scheduled for September 17, due to the threat of COVID-19, and that, therefore, one or more of its members may participate in such meeting via teleconference or video conference. Additionally, all efforts will be made to provide for observation and input by members of the public. The meeting may be accessed at Zoom Meeting  
<https://us02web.zoom.us/j/82751529927?pwd=RGVoT3dCaUJ1d09rTFdkditsRW8vdz09>  
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Patrick Seiter, Board Chair



**APPROVED**

## ACCOUNTABILITY AND QUALITY COMMITTEE MEETING

JULY 9, 2021  
9:00 AM – 10:00 AM

Zoom Meeting  
<https://us02web.zoom.us/j/86515780436?pwd=Y2NScjZCcVI0UUEvVE1aalIvRzBZQT09>  
Meeting ID: 865 1578 0436  
Passcode: 679942  
Phone: 346-248-7799

### MINUTES

#### I. CALL MEETING TO ORDER

The meeting was called to order at 9:04 AM. Accountability and Quality members participating virtually were Chair Dr. Jan Laughinghouse, Kathy Kliebert and Christine Nichols.

Also, attending was Charlotte Claiborne from the Bridge Center for Hope.

#### II. PUBLIC COMMENT ON AGENDA ITEMS

Dr. Laughinghouse asked if any member of the community would like to comment. After hearing no request to comment, Dr. Laughinghouse proceeded with the agenda as written.

#### III. ACCOUNTABILITY AND QUALITY COMMITTEE

##### A. For Action: Approval of Minutes for the Accountability and Quality Committee meeting held April 21, 2021

Dr. Laughinghouse reviewed the minutes from the Accountability and Quality Committee meeting held on April 21, 2021. On a motion by Kathy Kliebert and a second by Christine Nichols, the Accountability and Quality Committee unanimously approved the Accountability and Quality Committee meeting minutes held on April 21, 2021.

#### IV. REPORTS

##### A. For Discussion: Provider Monthly Outcome Performance Report

Dr. Laughinghouse reviewed the Provider Monthly Outcome Performance Report. After due discussion, the Accountability and Quality Committee recommended adding a service for Medicaid recipients who are not assigned a Managed Care Organization (MCO) and track readmissions.

B. For Discussion: Incident and Critical Incident Policy and Reporting

Dr. Laughinghouse deferred to Ms. Claiborne. Ms. Claiborne discuss the need to develop an incident and critical incident policy that is reflective of the performance metrics outlined in the Service Agreement with RI International. After due discussion, Ms. Claiborne was instructed to draft a new policy to present to the Accountability and Quality Committee.

C. For Discussion: Complaint Policy and Report

Dr. Laughinghouse deferred to Ms. Claiborne. Ms. Claiborne discuss the need to develop a complaint policy that outline how complaints are handled that are fielded by the Bridge Center as opposed to RI International. After due discussion, Ms. Claiborne was instructed to draft a new policy to present to the Accountability and Quality Committee.

D. For Discussion: Performance Measures for City-Parish Budget Request

Dr. Laughinghouse deferred to Ms. Claiborne. Ms. Claiborne reported that the 2022 City-Parish Budget request was due and would like for the Accountability and Quality Committee to update the performance measures outlined in the budget request before submission.

After due discussion, the Accountability and Quality Committee updated the performance measures outlined within the 2022 City-Parish Budget Request.

V. UNFINISHED BUSINESS

Dr. Laughinghouse asked if there was any additional unfinished business to discuss. After hearing no comment for unfinished business, Dr. Laughinghouse proceeded with the agenda as written.

VI. NEW BUSINESS

Dr. Laughinghouse asked if there was any new business to discuss. After hearing no comment for new business, Dr. Laughinghouse proceeded with the agenda as written.

VII. ADJOURN

With no further business to discuss, and on a motion by Christine Nichols and a second by Kathy Kliebert, the Accountability and Quality Committee adjourned at 10:08 AM.



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