



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, July 9, 2021

TIME: 9:00 AM – 10:00 AM

LOCATION: Join Zoom Meeting

<https://us02web.zoom.us/j/86515780436?pwd=Y2NScjZCcVI0UUEvVE1aalIvRzBZQT09>

Meeting ID: 865 1578 0436

Passcode: 679942

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”.

Charlotte Claiborne, Bridge Center for Hope
Executive Director



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

AGENDA

- | | | |
|------|---|-----------------------|
| I. | CALL MEETING TO ORDER | Dr. Jan Laughinghouse |
| II. | PUBLIC COMMENT ON AGENDA ITEMS | Dr. Jan Laughinghouse |
| III. | ACCOUNTABILITY AND QUALITY COMMITTEE | Dr. Jan Laughinghouse |
| | A. For Action: Approval of Minutes for the Accountability and Quality Committee meeting held April 21, 2021 | |
| IV. | REPORTS | Dr. Jan Laughinghouse |
| | A. For Discussion: Provider Monthly Outcome Performance Report | |
| | B. For Discussion: Incident and Critical Incident Policy and Reporting | |
| | C. For Discussion: Complaint Policy and Report | |
| | D. For Discussion: Performance Measures for City-Parish Budget Request | |
| V. | UNFINISHED BUSINESS | Dr. Jan Laughinghouse |
| VI. | NEW BUSINESS | Dr. Jan Laughinghouse |
| VII. | ADJOURN | Dr. Jan Laughinghouse |

APPROVED



ACCOUNTABILITY AND QUALITY COMMITTEE MEETING

APRI 21, 2021
9:00 AM – 10:00 AM

Zoom Meeting

<https://us02web.zoom.us/j/83070877662?pwd=U01BRFA4bWUxNVR0SWI4VmNUT2hvQT09>

Meeting ID: 830 7087 7662

Passcode: 654684

Phone: 346-248-7799

MINUTES

I. CALL MEETING TO ORDER

The meeting was called to order at 9:02 AM. Accountability and Quality Committee members who participated virtually were Chair Dr. Jan Laughinghouse, Kathy Kliebert, and Christine Nichols.

Also attending virtually were Charlotte Claiborne from the Bridge Center for Hope, Lysha Best and Joy Brunson Nsubuga from RI International and Gerald Gray as a member of the public.

II. PUBLIC COMMENT ON AGENDA ITEMS

Dr. Laughinghouse asked if any member of the public would like to comment on the agenda. 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 September 10, 2020

Dr. Laughinghouse reviewed the minutes of the Accountability and Quality Committee meeting held on September 10, 2020. **On a motion by Christine Nichols and a second by Kathy Kliebert, the Committee unanimously approved the minutes of the Accountability and Quality Committee meeting held on September 10, 2020.**

IV. REPORTS

A. For Discussion: Provider Monthly Outcome Report

Dr. Laughinghouse deferred to Ms. Claiborne who reviewed the Provider Monthly Outcome Report (PMOR) to confirm that it aligned with the performance metrics outlined in the Service Agreement. After due discussion, the Committee made recommendations, revisions and reassigned some of the metric questions to the Annual Audit Report.

B. For Discussion: Board Monthly Update

Dr. Laughinghouse reviewed the monthly update that is provided to the Board of Directors. After due discussion, the Committee recommended adding the monthly disposition to the monthly update report.

C. For Discussion: Quarterly Report

Dr. Laughinghouse reviewed the quarterly update that is reported to Metro Council. Christine Nichols recommended adding the average response time to emergency departments from law enforcement as a comparison to the Bridge Center average response time. After due discussion, the Committee recommended adding the monthly disposition to the quarterly update only.

D. For Discussion: Annual Audit Report

Dr. Laughinghouse deferred to Ms. Claiborne regarding the annual audit report. Ms. Claiborne recommended moving some of the performance metric questions and using the Behavior Health Provide Monitoring Tool Elements as a guide to aid in drafting the audit. Ms. Claiborne suggested conducting the annual audit in September to have at least 6 months of data to compare.

V. UNFINISHED BUSINESS

No unfinished business to discuss.

VI. NEW BUSINESS

A. For Discussion: Complaint Process

Dr. Laughinghouse reported that a formal complaint process should be established between the Bridge Center for Hope and RI now that the facility is open. After due discussion, the committee agreed that all complaints received to the Bridge Center board or through the Bridge Center website will be filtered through the Executive Director to provide to RI International for review and resolution.

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 meeting was adjourned at 10:02 AM.**

**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 7th day of July 2021, that it is unable to obtain an in-person quorum for its Accountability and Quality Committee meeting scheduled for July 9, 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 Join Zoom Meeting
<https://us02web.zoom.us/j/86515780436?pwd=Y2NScjZCcVI0UUEvVE1aalIvRzBZQT09>
Meeting ID: 865 1578 0436; Passcode: 679942; Phone 346-248-7799



Patrick Seiter, Board Chair