



Nursing Care Quality Assurance Commission (NCQAC)
Discipline Sub-committee Minutes
March 17, 2020 3:30 pm to 4:30 pm

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Committee Members:

Adam Canary, LPN, Chair
Lois Hoell, MS, MBA, RN
Sharon Ness, RN
Tiffany Randich, RN *absent re: COVID-19 duties*
Tracy Rude, LPN ad hoc
Dawn Morrell, RN, BSN, CCRN
Cass Tang, Public Member

Staff:

Catherine Woodard, Director, Discipline
Karl Hoehn, Assistant Director, Discipline - Legal
Grant Hulteen, Assistant Director, Discipline - Investigations
John Furman, Assistant Director, Discipline - WHPS
Teresa Corrado, LPN, CPM, Assistant Director, Discipline - Case Management
Helen Budde, Case Manager
Barb Elsner, HSC
Lynn Batchelder, Investigations Supervisor

I. 3:30 PM Opening – Adam

- Call to order – Digital recording announcement
- Roll call

II. February 18, 2020 Minutes – Adam

- Approved to take to the May commission meeting.
- Lois asked a follow-up question to confirm the sub-group that will work on the W43 Missed Check-In procedure regarding vacation monitoring interruptions. The sub-group is Lois, Cass, Tracy, and Sharon.

III. Performance Measures – Catherine, Grant, Karl, John

- Grant’s update on investigations: The investigators are working the oldest cases along with the new priorities to tackle the backlog. Lois asked if we could track and map who is making the most errors. We have prepared reports on that in the past. We can update with new data.
- Karl provided highlights on Legal: The assignments are misleading because he recently divided Sarah B’s caseload among three staff attorneys. Sarah B is on extended leave. The staff attorneys are beginning to notice more cases coming their way from Investigations.
- John provided highlights on the WHPS compliance report: Most of the non-compliance incidents are alcohol-related. Otherwise, the incidents are unremarkable. Lois is struck by the number of cases linking alcohol use to depression and wonders which comes first. John said depression usually comes first, and many cases involve co-occurring disorders with drug/alcohol use being part of a mental health disorder.

IV. Procedure Review:

J.04 List of Credential Holders Requests (formerly Lists and Labels)

- The highlight of this procedure is the clean-up of the procedure, renaming it to reflect what it really is, and noting a five-year review at CMT. There was some discussion about using a panel or the full commission. Cass asked if it would fit better in another unit. Catherine explained that CMT is most familiar with the work of approving so it fits in Discipline. Cass also recommended removing a couple points that were too specific for a procedure. With those edits, the DSC agreed to move it forward to the commission in May for review.

A.22 Expedited Case Dispositions

- This procedure goes back to the roots of cooperation between investigator- staff attorney – RCM to resolve cases expeditiously when circumstances merit. Catherine explained the brainstorming commission workshop in July 2018 around discipline and significant increase in caseloads. One idea was to formalize the expedited case closure process by having structured meetings to discuss the cases. We revised the procedure to reflect the new process. When we started to use it, we found the process to be cumbersome and time-consuming, so we elected to return to the original collaborative method. Thank you for giving us permission to fail as how Karl describes it. This procedure reflects that change back to where we were, which is working well. We changed the approval signature to the commission chair and DSC approved the procedure for review at the May commission meeting.

V. Strategic Plan Update – WHPS – John, Catherine

- John provided updates. For the past two weeks, he's been concentrating on COVID-19 issues. Before that, he's made contact with most of the major nursing associations to arrange or conduct meet-n-greets about WHPS in the interest of expanding the program. He said everyone has been receptive.
- Kimberly Mazingo, the DNP student who has been working with WHPS, is close to completing her paper on the program. John also presented remotely at PLU the week before.
- John will have the draft position statement ready soon.
- Dawn asked how many nurses who are in the program are employed. She said they have an important role in making others successful. John said he will start asking.

VI. Work Plan – Adam

Review status of items on the work plan

- No comments on the work plan. Several things have been pushed out so we can focus resources on the COVID-19 response.

VII. Meeting Evaluation – All

- Lois: Interesting meeting. It's good to get together and talk. She always learns something.
- Sharon: Good presentations, explained well.
- Tracy: Good meeting. Appreciated Grant's report; things are going in the right direction.
- Dawn: Thanks for the information. Appreciates the attorneys' work. Lots of cases coming their way for review!
- Cass: Thanks to Lois, Catherine, and Karl who are seriously helpful to bring a newbie on board. Good meeting. Efficient, not feeling compelled to fill the extra time.
- Barbie: Short and sweet.
- Teresa: Echo Barbie. Thanks to all for looking at the procedure.
- John: Great meeting. Appreciate the presenters' clarity. John noted he forgot to report after last month's DSC meeting that Recovery Trek can send alert reminders for check-ins for an additional \$5 per month. Nurses have to sign up for this feature and he will let nurses in the program know that it is available.
- Grant: Welcome to Cass and call if you have questions.
- Karl: Wished families the best and Happy St Patty's Day.

VIII. Closing

- Adjourned at 4:26 pm.