

[00:00:01.370] - Kimberly Robinson

OK, I want to go ahead and get started if everybody is ready. I want to thank everybody for joining this morning. We have a few more people on. So that is awesome. Awesome. I'm really glad we're gonna go ahead. And Teresa, if you can do roll call first. I appreciate it.

[00:00:21.200] - Teresa George

OK, if you'll just answer if you're on the call, please. Natalie Aldan, Natalie Aldan, Erick Collazo. Erick Collazo. Tina Densley. Tina Densley. Patricia Dorell. Patricia Dorell. Suzanne Doswell

[00:00:59.910] - Suzanne Doswell

Here.

[00:01:04.560] - Teresa George

Thank you. Joanne Hoertz. Marsha Martino,

[00:01:12.620] - Marsha Martino

I'm here.

[00:01:16.520] - Teresa George

Kevin Mullen. Kevin Mullen. Rhonda Ross.

[00:01:25.820] - Rhonda Ross

Present.

[00:01:30.330] - Teresa George

Thank you. Jeffrey Secure. Jeffrey Secure. Larissa Swan. Larissa Swan. Sean VanGerena. Sean VanGerena. Richard Zeidman

[00:01:54.410] - Richard Zeidman

Here.

[00:01:55.940] - Teresa George

Thank you. We have five members present.

[00:02:00.340] - Kimberly Robinson

All right. Thank you. I know. Erick is he's out of the country right now. He had contacted me, so I knew that he wasn't coming and there were a couple other folks that I knew weren't going to be able to make this. So moving forward, we have no minutes to really call for approval because these are work sessions. We don't have to keep the minutes on that. But I do want to let you know that what Rob, as you all know, our I.T. guy, what he does is because we record these trainings or these sessions here excuse me, we do put them out on the BSCIPTraNet web under the advisory council section so that folks can go back and actually review what was done in these work sessions. And I'll be doing that when we get into our committees for the charter as well. So what I wanted to do, I have my agenda up here, but let me bring that down and bring up the last document that we worked on. So as a review and let me pull it over, bear with me. So what we did in the last meeting is we actually got through two of the surveys. And what I did is I updated it. And that's what I set out in the agenda. The email the other day is what the recommendations were from the last meeting. I added some new things. The yes no comment section in the comment section might not be big enough, but, you know, we can fine tune this as we go along. So if you want, we can go through these questions real quick and any feedback that anybody has, let's talk about it. And then if we all agree with these two surveys that we went

through, then we'll move on to the third one, because I know we have some new council members on here. So bring in Eligible Applicants survey. We changed a lot of the questions on here. And like I said, we put in. Yes. No, not applicable. So the first one says that you received an initial interview. Did the program staff clearly explain services available to you? Yes. No, not applicable. And then we gave a comment section. The second one, is that staff member sufficient?

[00:04:13.340] - Richard Zeidman  
It's Ricky

[00:04:13.340] - Kimberly Robinson  
Yes, sir.

[00:04:13.930] - Richard Zeidman  
It's Ricky. I have a question. And number one. After the words clearly explain and services those word and need to be in there?

[00:04:27.250] - Kimberly Robinson  
No, let me take that out. Good catch. OK. I mean, is off this later. OK, so I'll take that. Good catch, Ricky. Thank you. Did the staff number two, did the staff member sufficiently answer questions from you or your family? Did you feel the staff member communicated clearly? Number four, did you receive a listing of additional information and resources available to you? Number five was the reason you were determined, ineligible, clearly explained. Were you provided information on your rights to appeal the decision? The decision is actually for closure, so perhaps this should actually stay where you provided information on your right to appeal the decision for closure. Do you all agree?

[00:05:31.100] - Richard Zeidman  
Could you say that again, please?

[00:05:34.130] - Kimberly Robinson  
So number six, the question right now says, were you provided information on your rights to appeal the decision? And what I'm suggesting is to change it, to say where you provided information on your right to appeal the decision for closure?

[00:05:55.210] - Richard Zeidman  
I'm just wondering if closure is the right word.

[00:05:59.130] - Rhonda Ross  
I agree.

[00:06:00.080] - Richard Zeidman  
It wasn't really even open. It was, you know, maybe (Inaudible).

[00:06:07.470] - Kimberly Robinson  
Even though they're not eligible, we still send what we call a closure letter and in that closure letter we let them know and we use the verbiage that we're closing the case due to ineligibility based on the Florida statutes. And so it is indicated in the letter that they're sent that it is a closure.

[00:06:28.220] - Marsha Martino

They never (inaudible). And I agree with the closure because our agency does the same thing. These matters with the services we've seen in the case, and that is the more that we say that they will (inaudible).

[00:06:46.710] - Kimberly Robinson

OK. So I changed that to, say, for case closure. Do you all agree with that?

[00:06:57.270] - Marsha Martino

I'm okay with that.

[00:07:02.060] - Richard Zeidman

I would say it's Ricky. I would think it would either save for a case closure or for ineligibility.

[00:07:09.640] - Rhonda Ross

I would agree with Ricky and I like the ineligibility more So than Case closure.

[00:07:18.420] - Kimberly Robinson

OK

[00:07:18.730] - Rhonda Ross

Case closure... (Inaudible)

[00:07:27.220] - Kimberly Robinson

I'm a terrible typer when people are watching.

[00:07:31.950] - Richard Zeidman

There really wasn't a case, I guess, established. And the question was being asked, you know, this really I think a little bit clearer for the recipient to answer.

[00:07:42.050] - Kimberly Robinson

Agreed,

[00:07:43.380] - Marsha Martino

I agree.

[00:07:45.650] - Kimberly Robinson

OK. Number seven, where you provided the contact information for any issues you may have. Number eight. Even though you were not responsible, How would you rate your overall experience with the brain and spinal cord? Look, I got forgot injury. Program case manager. So we have fair, good. Excellent or not applicable? And then the last question is, what recommendations would you suggest improving in improving the eligibility process? Maybe that should be reworded to say what recommendations for improving the eligibility process. Anybody?

[00:08:45.360] - Suzanne Doswell

Yes, I (Inaudible)

[00:08:52.770] - Kimberly Robinson

All right. Let's go down to the next one. Now, the next survey we went over was for in-service recipient survey. So these are clients who were are currently in service and receiving services. First question, how often do you communicate with a manager? Daily, weekly, biweekly, monthly or never? Number

two, what methods were used for contact? And here we have check all that apply. Phone, email, fax. Face to face visit or none.

[00:09:35.290] - Marsha Martino

Maybe that shouldn't be a past tense, since this is a current in service. What methods are used for Contact?

[00:09:47.220] - Kimberly Robinson

OK, I like that. Number three. Has your case manager kept set appointments and then on time? Yes. No, not applicable. Appointment. Maybe that should be has. I don't like that. That sounds a little funky to me. I don't know. What. What do you all think? Your case manager kept that appointment and maybe it should say, have they been on time?

[00:10:27.780] - Richard Zeidman

That's semantics to me. Either one is good.

[00:10:33.430] - Kimberly Robinson

I'm trying to keep it really clear cut and simple for the population we serve because whoever is going to be doing their surveys, keep in mind that even though they may be reading these questions to them or if they get it in the mail, I want it to be at a level that anybody can understand. So if we're giving or if we have a staff member who's actually calling clients to do these surveys over the phone, they don't understand the question, and our staff is very familiar with doing this is we reword the question in a way that they do understand so well. We will keep rewording the question until we are sure that they understand what we're asking.

[00:11:21.070] - Richard Zeidman

In that case, I think, all right to keep them. Would be fine, as is.

[00:11:29.120] - Kimberly Robinson

OK, And then I had down here. If not, did they notify you they would be late or (Inaudible). That's if they say no. OK. Number four, I have it highlighted here, and it does make this separate questions and I wasn't sure how to do this. So I welcome your feedback on this. Number four says did the case manager respond or initiate. Typo there. Take out. Phone calls, e-mail or text messages in a timely manner. And so we have. Yes. No, or not applicable. And I recall in the meeting that we talked about and that's why I have this here and highlighted to maybe make this two separate questions. So did we want this to be another question that says, you know, perhaps we're asking them? On their response to the initial call, the e-mails. Was it within the first 10 days regarding your care plans, applications, appointments? So this is where I need some feedback from you. I can take this out or we can make it another question. Do you think it's applicable?

[00:12:46.110] - Richard Zeidman

I think the question is, as you've got, it is fine, again, trying to keep it as simple as possible and still get the information that we're looking for. If there were if there was a problem or if the recipient had a problem, they can put Yes, and explain what that was. If not, then no. But otherwise, you're making it really too complicated.

[00:13:07.680] - Kimberly Robinson

OK, Well, that's why I had this highlighted because I wasn't quite sure what to put on that.

[00:13:13.500] - Marsha Martino

Do you want it to be respond to, right, respond to or initiate?

[00:13:19.830] - Kimberly Robinson

Yes, good catch. We make a good team. So I'll just take those out. There won't be a separate question. Oh, now I've messed up my whole thing. I'll come back and fix it. So. Number five, this should be actually number five. Don't mind my format here. I'll get it fixed, you know. Number five, did the case manager include you and or your family in the planning and determination of care dash services you will be needing?

[00:14:00.630] - Rhonda Ross

I have a comment on that particular question, when they're compounded with you and or your family, individual may respond. You know, if if there's no family available or what have you. Because it says and you know, and Or your family. Oftentimes, they can be very concrete, and because the family was not included, they're going to answer no or in a negative fashion. So we may get false data. Can you can you pop it out? How about, you know, did you (Inaudible) And then a separate question. Did family members, caregivers, etc.. If you want that data. But I think having that compounded type of question statement may lead to some different, different outcomes.

[00:14:55.150] - Marsha Martino

And for another reason, I think it's important to break it out, too, because we want people to be involved, not just their family. So, you know, they could say yes to that and they may have had no part of it at all. If it says and or so I think, splitting it out really does indicate that we want that person involved too.

[00:15:20.130] - Kimberly Robinson

The case manager...

[00:15:21.350] - Suzanne Doswell

I would agree with that.

[00:15:23.450] - Kimberly Robinson

How about that? I'll make it another question.

[00:15:28.180] - Richard Zeidman

This is Ricky. I think what we're we're doing is we're taking a relatively simple survey and maybe making it a little bit more complicated for for the recipient. The question is stated is really pretty clear. You or your family, maybe the person receiving the services was not directly involved, but was involved through their family or family member and to really it seems like we're just making it more complicated than it needs to be. I think as it is, it's really fine. Unless there are objections to that.

[00:16:06.120] - Rhonda Ross

It really depends on what information you're after. You know, if you're out, if you're looking for, you know, outcome data related to consumer involvement. How much is this person actually doing after they've been involved in services or how much is really related to family involvement? I think the data that you're capturing from those parts of those is really important for outcome data.

[00:16:37.450] - Kimberly Robinson

So this is why we would want to ask the question. Let me let me say this and then let's talk about one or two questions here. So the reason we want to know is the client or the family was included in their care plan is because that's really that's really important piece that they have to be or they should be aware of the services we provide. They have choices in the vendors that can be used, and they are part of that decision making when it comes time or when it comes time to create the care plan and the services that they're going to be needing at the time of discharge and then throughout the case until it comes to case closure. So if the court is not able to speak for themselves and they have a family or, you know, another representative who is helping to make decisions for them, I think we need to ensure that, yes, either the client or the family member did participate in the creation of their care plan and the services that they're going to need in order to become community reintegrated. So in saying that, do we still want to have break it out? We want to make it to questions, because that's that's what we're getting to. That's what we want to know. Did they always have a say in their care. Yes, ma'am.

[00:18:01.210] - Natalie Aldan

Because of the fact that my agency does a lot with them. Self-determination and everything. I think it's imperative that we go ahead and separated out to know if the individuals were involved versus their family. Because I would really like to know in the long run how many individuals are actually taking place in their own self-determination as far as their plans and what their needs are. And I know that that's going to be a little bit different brain injury versus spinal injury. And so I think that that would be a good indicator in the long run to make sure that people are actually getting the services that.

[00:18:42.000] - Marsha Martino

I agree 100 percent.

[00:18:44.920] - Richard Zeidman

OK, so what would the two questions be then?

[00:18:48.260] - Kimberly Robinson

So the first question is, did the case manager include you in the planning and determination of care and services you will be needing and then down? The second question would be an added caregiver in there. And you you often give me your feedback on this. Did the case manager include your family or caregiver in the planning of determination of service, care and services you will be needing? I don't know if you want family. I don't know if you want caregiver. I don't know if you want like some. Some folks have legal guardians that are making the decisions forms. So what do you think is the best verbiage here for the second question?

[00:19:25.380] - Rhonda Ross

How about just... I was involved in the planning and determination of Karen services provided. Yes or no? Next question would be my family caregiver. There's a third part I want to put in there, but I'm not sure the verbiage on that right now, but family members, etc. were involved in my planning and determination services. It just (Inaudible).

[00:20:08.090] - Kimberly Robinson

OK. So you want. You want to change it? Let me just go down another step here.

[00:20:15.390] - Richard Zeidman

Kim, it's Ricky. If you have like five a day, the case manager include you in the planning process, the planning and determination. And then five, be the case manager manager. Include your family/ caregiver. That determination. Planning and determination to make it. One question, but two parts.

[00:20:41.620] - Marsha Martino

But I think if you say were you involved in instead of the case manager, include you? Might be less wordy and more direct.

[00:20:53.810] - Richard Zeidman

That's fine, too, actually. That's it, that's a very good idea.

[00:20:59.310] - Kimberly Robinson

So instead of I was involved in. Reworded to say, were you involved? In the planning, the determination. OK. And then make it were you appear. Was...

[00:21:21.320] - Richard Zeidman

Your family or family slash caregiver involved?

[00:21:33.090] - Kimberly Robinson

You like those questions better?

[00:21:38.110] - Richard Zeidman

You're making it to questions rather than like five A and B. I'm gonna make it two separate questions. It'll be two separate questions.

[00:21:48.790] - Marsha Martino

Were you involved? After care services, you have I. So it should be you. Well that's number seven there

[00:22:04.730] - Kimberly Robinson

OK. All right. Are you are your current so

[00:22:07.780] - Marsha Martino

now it's six. Were you involved in the planning to terminate?

[00:22:12.530]

I got it all messed up here. Hold on. Glad I didn't save that yet. All right. All right. It's hard when you're typing like this. All right. So were you involved in the planning and determination of services? All right. I'm sorry. I'm catching up to you here. You will be needing. OK. So I cross out number five. Number six, you want this and Dr. Ross with what you were saying. Is this making sense to you? I know you have a lot of experience in doing these surveys as well. So is this making more sense to what you were you were commenting as well.

[00:22:59.880] - Rhonda Ross

No, absolutely, I think breaking them out actually has a lot more value. Yes, if it goes along exactly

[00:23:11.380] - Richard Zeidman

It's Ricky number six is actually, number five.

[00:23:17.090] - Kimberly Robinson

I know, I'll clean all this up. You see, I have five crossed out.

[00:23:21.640] - Marsha Martino

But I think you should go the you question should go before the family question.

[00:23:27.490] - Richard Zeidman

Agreed

[00:23:27.910] - Kimberly Robinson

Yes. I'll get this cleaned up. I have to make some my little highlights here so I know what I'm working on here. All right. We'll move down to the next question. But my screen for you. Are your current services helping you to achieve your goal of community reintegration? If no. What services, service or services would have helped you to achieve your goal for community reintegration? I'm hoping that that answer is always yes. But what I think we'll get from know is if somebody says no. They might, you know, offer up a suggestion for a service that this skip is never provided before, which gives us an opportunity for growth and development for our clients and moving forward. So that's gonna be an interesting answer. No. The next question is number nine on the on the sheet here, what recommendations would you say that's for improvement to your case management services? And then the last one where you provided the contact information for any issues you may have. So now we're going to go down to one year post closure survey. And this is not one that we got to at the last meeting. But what I did is I went in and I just applied some of the yes. No, fair, good, excellent answers. We can change these questions that I was trying to get, you know, a little bit ahead of the game on the survey so I can change any of this. For one year post closure. First question. Were you involved in the closure process? Yes. No, and the reason for some new council members that are on that might not understand why we want to ask that question is because we do always discuss a client's case with them before we actually close the case so that they're ready for closure. They understand why the case is ready for closure. So it's important that we do find out that they were involved. Number two, have you had to visit any emergency room or should be, be, be readmitted to a hospital or medical facility since the initial discharge?

[00:26:21.840] - Joanne Hoertz

Can I. This is Joanne. What what what are we trying to capture here? Like, is the purpose of this just look at ER utilization of readmission rate or. Or is it that there was some kind of problem that we weren't able to help with?

[00:26:43.880] - Kimberly Robinson

I would say that the reason we're asking this question is to make sure that they met their goals and at the time of closure, they were ready for community reintegration, that they did receive all the services needed.

[00:26:57.220] - Joanne Hoertz

And what time are they getting this survey one year, you said?

[00:27:01.280] - Kimberly Robinson

Yeah. This is one year post closure because sometimes we have clients that come back and we call them post closure services. They come back because they need something more. We have limits as to how much we can spend on a post closure. So it's it's OK for them to come back and ask their case to be reopened that they're needing. But we do have financial limits on what we can provide for them.



[00:27:30.030] - Joanne Hoertz

So we could see how many people still required or some how many people utilize some kind of health care service in that year that we weren't aware of, that we could have helped. Maybe

[00:27:41.780] - Kimberly Robinson

Possibly yes. I guess, you know, we would really have to look at the outcome on what the answers are. To determine if that's really something we want to continue asking if there is any benchmarks or trends that we're seeing. Good question. Thank you for asking that. Number three, how would you rate your health since your case was closed? And we will want them. Hopefully their answer is going to be excellent. You know that we did our job and we were able to get them to a point where they can, you know, live the best possible life. Number four, were you able to achieve your service goals while enrolled in the brain and spinal cord injury program? So a client's goals are discussed at the time that the application packet is filled out. The case manager discussed what their goals are. What what do they want to achieve? It could be as simple as being able to tie my shoes by myself again. That could be a really simple goal that a client may have, or it might be that they want to go back to school. They want to get back to the work field. So...

[00:29:06.450] - Marsha Martino

Why would you be asking this a year later?

[00:29:11.290] - Kimberly Robinson

To ensure that when we discharge them, especially as community reintegrated, that we help them achieve the goals that they had discussed with the case manager at the beginning of services.

[00:29:24.920] - Marsha Martino

But wouldn't that be more relevant on closure than here?

[00:29:31.160] - Kimberly Robinson

We (Chatter) this is post closure. This is one year post closure. It's not. And it might be because we have another survey just for closure. And this same question may be on that survey. I'm not I'm not certain I can't answer that right now. I'd have to pull it up and actually look. If you don't like this question, we could take it off or we can reword it. That's that's what our goal is for looking at these surveys, is to make sure that we get the best possible questions we can put together for these surveys to get the best response back from our clients, which will help to improve our program.

[00:30:10.800] - Marsha Martino

Well, kind of wondering the kind of thing like a year later, who even remembers what specifically their goals were. Could it be a broader question like did your services from the brain and spinal cord injury program help you... I don't know what achieve..

[00:30:32.510] - Rhonda Ross

Maintain your goal, perhaps.

[00:30:36.660] - Natalie Aldan

I wonder how many people with brain injury are going to remember those goals.

[00:30:41.610] - Marsha Martino

Exactly. That's that was my point. Exactly.

[00:30:45.080] - Kimberly Robinson  
And they may not

[00:30:46.090] - Marsha Martino  
A year later

[00:30:46.660] - Kimberly Robinson  
So do you want to take this question out,

[00:30:51.150] - Marsha Martino  
but they could perhaps relate Joe, that was helpful. That got me to a better place. So how you ask that question, I don't know. But, you know, not specifically their goals. But, yes, it did help me get to.

[00:31:05.380] - Suzanne Doswell  
Is this where we want to put it like something more around some of those quality of life surveys? Let's see if I can search your question.

[00:31:21.340] - Marsha Martino  
Well, even if it was even along those lines, could it be that the services help you help improve your life? Improve the quality of your life or...

[00:31:40.430] - Joanne Hoertz  
There were some some nice and cool. I think it's called PHQ scale. I mean, look, that might even have some kind of a benchmark that we could.

[00:31:55.320] - Rhonda Ross  
There's actually a DRS, SRS are really good measures for outcomes for.

[00:32:06.630] - Marsha Martino  
Yeah, that would be interesting, some quality of life, survey, pre services, post services in a year. Postal services would be interesting.

[00:32:21.720] - Kimberly Robinson  
And maybe it's a service, we want to work on... We'll get through these ones first and then we can always start creating another one if we want. Want to...(Chatter)

[00:32:30.170] - Marsha Martino  
Well there's standardized measurement, we wouldn't be we wouldn't have to create. There are standardized.

[00:32:37.340] - Kimberly Robinson  
That's awesome.

[00:32:40.880] - Suzanne Doswell  
Now, give me a little time. I can try to look the set up.

[00:32:48.500] - Kimberly Robinson  
So do you like how I reworded this form? Or do you want to take this phone off this post closure survey altogether?

[00:32:56.490] - Marsha Martino  
Me, too.

[00:32:58.340] - Richard Zeidman  
I think it's good as you worded it.

[00:33:01.050] - Kimberly Robinson

Did your services from the brain and spinal cord injury program help you to achieve your goals, to improve your quality of life?

[00:33:13.070] - Suzanne Doswell

But I think there's something for now.

[00:33:15.050] - Marsha Martino

Yeah.

[00:33:18.510] - Kimberly Robinson

Number five, do you have access to transportation? Number six, is your current home accessible? If no, what is not accessible? So, for an example, maybe they've moved in. They're still having issues with the bathroom, the kitchen entrance to the home. Number seven, do you have all the necessary medical equipment and supplies needed? Number eight, were you status satisfied with the case management services provided? Number nine, which services did you find most helpful? Number 10, what recommendations would you suggest for improving service?

[00:34:31.000] - Marsha Martino

If you could just back up a little bit with the case management, and which services did you find most helpful in this case? Management has to be broken out, you know. Did you find case management? Because I don't know if people are going to sort out what was case management. And, you know, it's just where the service is helpful. And what did you find most helpful? Or were you satisfied with it? Were you satisfied with the services provided? What did you find most helpful?

[00:35:10.660] - Kimberly Robinson

I like that. So change it to change Number eight to, were you satisfied with the services provided? And number nine is which service did you find most helpful?

[00:35:25.040] - Marsha Martino

I like that.

[00:35:33.950] - Kimberly Robinson

And then number 11. At the time of your case closed. Time of your. Oh, I got that all wrong at the time. Your case was closed. Were you provided the contact information for any issues you may have?

[00:35:54.780] - Marsha Martino

Number ten is awkward. What recommendations would you suggest, improving services?

[00:36:01.400] - Kimberly Robinson

You're right

[00:36:01.680] - Marsha Martino

You could just say how would you suggest we improve our services or how would you incent just something less awkward?

[00:36:10.550] - Kimberly Robinson

How about do you have recommendations?

[00:36:15.800] - Marsha Martino  
Well, the answer is yes or no to that. So.

[00:36:26.930] - Kimberly Robinson  
All right, so then

[00:36:28.600] - Richard Zeidman  
Do you say, do you have recommendations? You would suggest for improving services? Yes. No and comment.

[00:36:41.270] - Kimberly Robinson  
Do you have recommendations to suggest for Improving services.

[00:36:52.140] - Audience  
Chatter

[00:36:52.190] - Marsha Martino  
what about What recommendations, what about what recommendations do you have or do you suggest for improving services? And then you don't have to have a yes and a no and a comment. You know.

[00:37:07.030] - Kimberly Robinson  
OK

[00:37:07.100] - Rhonda Ross  
Please provide any recommendations you may have.

[00:37:11.630] - Marsha Martino  
That's very good, too.

[00:37:13.190] - Kimberly Robinson  
I like that.

[00:37:14.710] - Marsha Martino  
Yeah. Right.

[00:37:21.430] - Kimberly Robinson  
I like that. Any recommendations you have for improving services. I like that. And that was the last question. All right. Let me save this. Because I saved them, I saved them as different versions in case we ever want to go back and see what we had. Make sure. OK, so that's going to be our version four. OK. Now I have to go back in and put in the, you know, the yes no or comment and I'll take number five that I had crossed out here. I'll take that out, so I'll clean this up. A little bit. So that will be ready for our next meeting, for a final review, for our next meeting. OK. Well, we've got about 15 minutes. So let's pull up. Let me go in here. That's not what I want.

[00:38:48.970] - Marsha Martino  
Squirrel issues?

[00:38:51.970] - Kimberly Robinson  
I just thought he was really cool looking, I like him. That's kind of how I feel some days. Where is my closure? One. I think it's. This one. Just bear with me here. All right. So this was our actual. This one's called the Client Satisfaction Closure Survey. So this is a little bit different and maybe maybe we don't need this. Maybe we do need this. You know, it's formatted differently than the others. So we could take a look at this and, you know,

we can change the format of our surveys. You know, any way we want them. But we have to have a base, which we have now on those others. We have a base and we can change the format however we want. So this one is the goal of the brain and spinal cord injury program is to ensure that Florida residents who sustained spinal cord injuries receive quality services and the most effective and efficient manner possible. Well, right there. This should be brain and spinal cord injuries. That's the first thing I'm going to suggest. I'm not sure who created this one that might have been Lenny who created this one, I don't know.

[00:40:29.820] - Marsha Martino  
It would be brain or (Inaudible).

[00:40:33.150] - Kimberly Robinson  
Yes, you're right. Thank you. It's hard to be the driver. I got spinal twice.

[00:40:47.700] - Richard Zeidman  
Actually, that would be brain and or spinal cord injuries.

[00:40:53.540] - Kimberly Robinson  
OK. And or some of our clients are actual duals. Good point. Please help us understand how the services provided by get benefit you by providing by responding to the survey. We will use this information to represent your interests and improve the services we provide. Do we have their name, phone number and a date? And in the first section is BSCIP Community Reintegration Closure follow up survey. Now, this doesn't indicate if it's an immediate you know, immediately after the closure, if it was 30 days after the closure. This is just saying closure. I don't see on here a timeline for the closure where the other one that we looked at was one year post closure. So we may (Inaudible). I'm sorry, say that again.

[00:41:52.150] - Suzanne Doswell  
I was gonna I was gonna ask that question. At what point do they get this survey?

[00:42:04.450] - Audience  
Chatter

[00:42:04.470] - Suzanne Doswell  
Can we make a recommendation that they receive it either, you know, two weeks or right at the end of the services. Or one month.

[00:42:18.030] - Rhonda Ross  
Is this for the in service population.

[00:42:26.250] - Kimberly Robinson  
Well, this would... Yeah. This is after they've been closed because their community reintegrated. So that's where the recommendation is that we send this out two weeks and just go with my notes on here. This is mostly for me. Two weeks. One month. Three months, six months. No, this is going to be up to you know the council, how often you know, when do we want to send this one out? Because we have our one year post post closure, so do we want to send this out two weeks after one month? And you know how many times after the initial closure do you want to send it out? Up to that one year, your postal closure. I would think you'd only want to send this one out. Perhaps one after their initial closure, because you have your post closure.

[00:43:30.190] - Richard Zeidman  
I would think (Inaudible) would be sufficient.

[00:43:34.680] - Suzanne Doswell  
Yeah, probably at least one month, because things might change within its borders quickly after services end.

[00:43:45.440] - Richard Zeidman  
Maybe you could even go six weeks, it wouldn't be a problem.

[00:43:51.890] - Kimberly Robinson  
Ok so, do you want six weeks or one month?

[00:43:59.390] - Joanne Hoertz  
How is this information going to be used?

[00:44:06.630]  
Um, well, it's gonna be just like our other survey, so I would I would want to know for myself. I would think that this information would be helpful right after the closure. So before any deficit identified on the closure, we could go back and maybe if there was a service the client didn't get. Maybe we can go back, reopen that case, make sure that they did get their service. It's just good to know, before that one year post closure, if there were any issues that came up.

[00:44:45.630] - Marsha Martino  
I wonder about. I mean, we're getting like a lot of these. Well, let me just back up. I feel like it would be very beneficial to ask the same questions at different points in the delivery of services. So pre service during service or post service and then a year post service when we're coming up with all these different questions that all the different times. We don't know if something has changed or not. And it would seem that to look at measures, what what do we want to measure? I mean, it looks like we want to measure medication, transportation, social activities, whatever. Why wouldn't we measure those things at different points in in our involvement in that person's life and compare that they've changed? If something is regressed, then do we need to go in? But it's kind of feels like we have stuff all over the place and knowing that, you know, they're not participating in social activities. A month after they finished the program, we don't know if they started out or ever participated in social activities. So, you know, again, I think if if we could look at some kind of standardized norm tool that measures the things that we wanted to measure at different points, it would give us a much more meaty information to act on.

[00:46:13.130] - Audience  
Chatter

[00:46:13.240] - Marsha Martino  
Not that these aren't good questions, but we're kind of all over the place.

[00:46:18.940] - Suzanne Doswell  
All right. I would agree with Marsha. I believe that we need to mirror the app. What's that point? If you want to add questions for posts here, etc.. Have those towards the end. But yes, then you can have a nice trajectory of what their true outcomes. And it's more of a standardized you're creating your own norms by doing this. But you have to be able to measure the same thing consistently. So I absolutely agree with that.

[00:46:53.420] - Kimberly Robinson

So would you say using the survey that we have saw in service, you want to ask the light to pay periodically throughout the life? So when I say to the case, this is what I mean by life of the case, from the time the client goes, becomes eligible and is in service to the time that we closed their case for community reintegration. That's what I'm that's what I called the life of the case. So we would use that in service and we can tweak it. We can go back and tweak the in-service survey to where we can use that. Throughout the life of the case, quote unquote, and maybe do that, you know, maybe three months in to their services, then maybe, I don't know, six months. One year. Fifteen may. I mean, we have to make those determined determinations on how often we want to do that survey.

[00:48:01.190] - Marsha Martino

I think that's most beneficial and then you have something that shows the efficacy of what we're doing. And it will show on the particular case where there may be gaps. So, you know, you've got something then that you can look overall and then you have something that that that same tool is helping you look at that individual case. And there are. I mean, it's been years since I ran a program. But but but there were tools then that we use that we're national standardized tools that measure things like transportation and social interaction and employment. I mean, just a bunch of different things that are kind of looked at as community integration elements.

[00:48:50.240] - Rhonda Ross

So I put a resource in the chat section that can be raised for it's a Web site in which they have tons of outcomes, questionnaires. Typically the DRS and the SRS, the Mayo and the forto are common tools that we use in rehab for outcome measures. Some of those may or may not. What we're doing. But we could maybe capture some of the questions. There's no one tool that's going to, you know, really represent any one typical organization. So, you know, you don't necessarily have to, you know, go right to a standardized form and utilize that. I mean, you can create your own norms to seem consistent. I really appreciate the fact that Marsha pointed that out because it was what we do. You decide that one particular area is not important. You know, at the six months to 12 months or the 18 month survey, I would use the same tool that you're using across all data point sets and build upon. Because as they go through time, different services may be needed or different outcome measures maybe want to look at. I don't know. But you have to be consistent for the data to make sense. Otherwise, it's junk data.

[00:50:17.650] - Kimberly Robinson

Agreed

[00:50:17.700] - Natalie Aldan

There are two different things, two different things that we're measuring and actually the Mayo Portlands, the one that I used to use. But we're measuring improvement in various areas and separately, we measure satisfaction. So there are two different things, but I am kind of combining them on these surveys. But we could just kind of look at them separately. And, you know, the program I ran, we did we did it every six months and on admission every six months and discharges when we did the Mayo Portland. And it's great data to have whatever how whatever tool it is that you use, it really, you know, it really can help to demonstrate what we're doing.

[00:51:04.600] - Kimberly Robinson

So would either of you ladies like to take these drafts that I have and I can send out and see if you can come up with a standardized one, that would be better across the board.

[00:51:22.190] - Marsha Martino

Dr. Ross, you can do that? OK? I'm the only person in my office and I'm working 12 hours a day, so I really can't right now. But it's of interest to me but it's..

[00:51:35.480] - Kimberly Robinson

Dr. Ross, who would you be willing to participate in helping that?

[00:51:40.260] - Rhonda Ross

Yeah, totally. I mean, I am studying for my my national TEP exam and working crazy hours at the hospital. Absolutely. I have a huge database. I'll be more than happy to look over it, make some recommendations and submit it. And you guys can decide whether you want to go with that or not.

[00:52:00.000] - Kimberly Robinson

That's great. Well, that would be a fresh look.

[00:52:05.430] - Suzanne Doswell

Leah, I can I can do the same thing. I don't mind looking at it also.

[00:52:10.930] - Marsha Martino

You know, it might sound like we're moving to something complicated, but it actually I think it will simplify things a thousand times more.

[00:52:19.910] - Rhonda Ross

Yeah, (Inaudible).

[00:52:26.290] - Kimberly Robinson

I'm sorry, go ahead.

[00:52:28.100] - Rhonda Ross

I was just going to say I may be getting ahead of everyone, but the medium in which you are presenting the surveys could actually simplify. I know we may have our own staff, colleagues. That may be a separate meeting. However, the way you set these questions up and how they're presented really kind of determines how you're going to ask the questions. And, you know, is it a yes or no? Is it a life or scale? You know, you have Google Form, survey monkey, you know, phone calls, what have you. Paper form. Paper form is always difficult. But what do you do when you batch out? How are you going to collect the data, analyze the data if data? You know, Microsoft has a nine one drive type thing. You know, it's all of that really need to be discussed in in developing a a valid tool.

[00:53:25.510] - Kimberly Robinson

I agree. I believe (chatter). I believe we have. We have access, I'm pretty sure, to survey Monkey and what what's the other one we have? Teresa Doodle Doodle. Doodle poll? I always want to just call it poodle because I can never remember what is is. But.

[00:53:52.010] - Teresa George

We were. We, we are trying to inquire about that, we tried to use it once, but it wasn't working correctly, so.



[00:53:59.090] - Kimberly Robinson  
OK.

[00:53:59.580] - Teresa George  
We may have to tweak something if we use doodle poll

[00:54:03.370] - Marsha Martino  
Doodle poll though, you see what everybody else puts, at least the way I mean, it's good for scheduling a meeting, but I don't know. I mean, I think survey monkeys are going to be better of those two, It's going to be better at collecting data.

[00:54:17.720] - Rhonda Ross  
The other part is this, that's a hospital survey monkey you have to have the corporate business account. Now, you know, you can create your own form in Google form. And it's actually with that data into a nice spreadsheet, create graphs. And you have data like instantly. That that may be an option, even if you have individuals that are calling and gathering information to be a phone all they have to do is go into the form and electronically. So. And that would really help and upliftment of how you respond and, you know, find and develop your question.

[00:55:06.450] - Suzanne Doswell  
But I think that, you know, you're going to have some people who are going to prefer a different format. And so you may end up having where you're sending it out several different ways. And it may be that somebody responds to the paper one. But if they're responding to paper one and we're ending up putting everything on a survey monkey so that we can have the data that way, then it's just going to mean that one of the staff members is going to have input that information into the survey monkey from that paper format. And a lot of it depends on the disability and, you know, what they're able to do as far as the computer and, you know, and speech software and everything. And sometimes, you know, survey monkey isn't always very accessible with some of the speech software.

[00:55:58.020] - Marsha Martino  
I could see that.

[00:55:58.970] - Kimberly Robinson  
Well. What we need to focus on right now is our question. And how do we want our surveys to work? Do we want them to be a standard that we use throughout the life of the case? So I think let's focus on what our questions are and how we want to use our surveys. And then we'll get to how we want to actually do our surveys in the platforms that we use. If it's survey monkey, if we're calling them, we're mailing them, because that's a whole nother document on how we do our surveys. So for now, we have a little bit of homework to do here. And if those folks who are going to be looking at these questions and try to put something together for our next meeting, we could maybe if you have time and you can put something together like that that would be fabulous that we can look at. The next meeting is actually scheduled for let me pull this back up... June, June 26 from 9 to 10. And then what we quickly need to decide, do we want to continue with meetings every other week going into July? Because I have to go out and post those. Before we can do them. So do we want to stick to Friday morning, nine to 10:00. Every other week.

[00:57:22.450] - Marsha Martino  
For some reason Friday morning is good for me.

[00:57:26.530] - Suzanne Doswell  
Similar for me so far.

[00:57:29.620] - Rhonda Ross  
Better than a Monday.

[00:57:33.310] - Kimberly Robinson  
Oh, I, I don't like any meeting first thing Monday morning. It's always just so much fun.

[00:57:40.820] - Marsha Martino  
On Monday I get to work, I look at my calendar and like, woops, I had a meeting that started 20 minutes ago.

[00:57:47.490] - Kimberly Robinson  
Yeah, everybody needs that time to get started on Monday. So if we all agree that I'm going to go ahead and just keep scheduling these for every other week through July and for every Friday from nine to 10. That seems to be working pretty good. So, Teresa, I'll get with you to get those posted for July. Well, I really appreciate everybody's time. I think we we had a good conversation and make sure and that's what the goal is for this meeting. So I thank you all for taking the time to participate today. It is very appreciated. So does anybody have anything else for in closing? Anybody have anything else they want to add or comment on? Before we close? OK, I'll send out the update that I did today on those three surveys so everybody has those and can be thinking about that and how we want to move forward with it. But then I will see everybody on Friday, June 26. Thank you all for your perspective. Have a good weekend. Bye bye.