**ICC Service Quality Committee**

October 29, 2024

**Charge:** Track transition metrics and identify opportunities to reduce disparities, monitor federal reporting and disaggregated reporting to improve equity (incl. SPP & APR).

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| Topic    | How   | Who   | Time   |
| Welcome & Call to Order   | * Call to order—9:18am
* Attendance (establish quorum)
	+ Quorum established at 9:18am
* Review Meeting Minutes from meeting before: Approved at 9:20am
 | Mallorie Brown, Colleen O’Brien |      |
| Icebreaker      |  Introductions:  | Non-Members present: Elizabeth Small and Cathy Leslie, Molly Gilbride |      |
| Review Meeting Agenda    | Agenda:1. Review proposed cadence of meetings
2. Review Charge: Track transition metrics and identify opportunities to reduce disparities, monitor federal reporting and disaggregated reporting to improve equity (incl. SSP & APR).
3. Presentation from Early Intervention Division on Data Quality Reports
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| Open Items   | * What would be the pros and cons of moving to help desk tickets for data quality reports instead of sending back a spreadsheet?
* It is more time consuming to do the help desk tickets, overall. There is a lot of back-and-forth emailing. Would potentially have to re-open and then discharge again.
* Mallorie wondering what the spreadsheet looks like. Elizabeth states, it is a pretty simple spreadsheet overall.
* Transition data we have put in through the help desk in the past, sometimes help desk gets overwhelmed and misses information.
* How many errors would have to go through the help desk? What is the number on error report A and report B disaggregated?
* Cathy Leslie- step back view- are there ways to set up the data entry to deter people from entering something that doesn’t make sense. Is there a way to prompt more corrections in the EICS to eliminate these errors ahead of time?
* Is there a way to check these things easier? So we could help reduce this on our own? A simple logic thing to eliminate this?
* For our EMR, one thing we have been thinking about is trying to make changes to our process to police ourselves ahead of time to save us these errors ahead of time.
* More reports in EICS that they can run as well to see what their errors are. The data you can get out is not has helpful as it could be. See trends on what staff are entering so you can appropriately re-train, get data more in live time.
* Adding indicator 8 data could be helpful. I think being able to discharge while missing transition data adds to this.
* This is one of the pieces of information you can catch yourself in EICS (indicator 8).
* TA webinar on how to pull this information yourself.
* Rolling it out one month at a time or…
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| Meeting Close      | Meeting adjourned at 10:08am |     |      |