

**Training, Education, and Liaison
Contacts and meetings
Year Three – Quarter Four
April - June 2004**

Statewide or National Presentations		
Date	Description of Activity	Participants and Audience
April 2 and 6, 2004	District Reporting Workgroup	Meetings held to develop the District Quarterly reports. Attended by Marcia Hill, Marshall Patterson, Tony Ascitutto, Jan Kelm, Sue Kelly (one) and various district representatives.
May 28, 2004	Statewide Family Café Conference	Bob Foley, Director of Florida Operations, with Denise Arnold, Bob Maryanski from APD and Susan DeBeaugrine from Delmarva made presentation to consumers and families at the Family Café Conference
June 10 & 11	Statewide ARC Conference	Bob Foley and Marion Olivier-Ruelas presented two sessions at this conference to providers and district staff.
District Specific Formal Trainings		
Date	Description of Activity	Participants and Audience
May 13, 2004	District 8 Focus Training for Medical Case Managers	8 attendees. Linda Tupper, RN, Delmarva nurse reviewer, and Carol McDuff, Regional Manager facilitated a training session which included a detailed explanation of the Medication Review initiative completed this year. The stakeholder activities and their recommendations were presented. Members of the medical case management team and other district staff attended.
May 19, 2004	Districts 14 & 23 Focus Training for Medical Case Managers	11 attendees. Linda Tupper, RN, Delmarva nurse reviewer, provided a small group training session for the District Medical Case Management Team. The training included a detailed explanation of the Medication Review initiative completed this year. The stakeholder activities and their recommendations were presented. The medical case managers from two districts attended along with several supervisory

		staff.
May 21, 2004	District 7 Focus Training for Medical Case Managers	19 attendees. Linda Tupper, RN, Delmarva nurse reviewer, provided a focus training session for the District Medical Case Management Team. The training included a discussion of the Medication Review initiative completed this year. The District 7 Medical Case Management Team including several physicians and pharmacists attended.
May 27, 2004	District 9 Focus Training for Medical Case Managers	7 attendees. Linda Tupper, RN, Delmarva nurse reviewer, provided a small group focus training session which included a detailed explanation of the Medication Review initiative started this year. The stakeholder activities and their recommendations were presented. District medical case managers and other district staff attended.
June 1, 2004	Districts 10, 11, & 15 Focus Training for Medical Case Managers	18 attendees. Linda Tupper, RN, Delmarva nurse reviewer, facilitated training for the District Medical Case Managers from four local districts. Stakeholder activities and recommendations for change were discussed. District medical case managers from 4 districts were in attendance.
June 15, 2004	District 11 Training Day	Provided training to District 11 WSC's and Providers as part of our Training package- Bob and Carol
June 15, 2004	Districts 3, 4, & 13 Focus Training for Medical Case Managers	9 attendees. Linda Tupper, RN, Delmarva nurse reviewer, provided a group focus training session for the Medical Case Management Teams from 3 surrounding districts. An explanation of the Medication Review initiative this year including stakeholder activities and recommendations were presented. District medical case managers and other district staff attended.
June 18, 2004	District 2 Focus Training for Medical Case Managers	14 attendees. Linda Tupper, RN, Delmarva nurse reviewer, facilitated a training session in District 2 for the Medical Case Management Team. The training included a detailed explanation of the Medication Review initiative completed this year. The stakeholder activities and their recommendations were presented and discussed at length. District medical case managers, local and program office staff and several AHCA staff attended this session.
June 21, 2004	District 1	7 attendees. Linda Tupper, RN,

	Focus Training for Medical Case Managers	Delmarva nurse reviewer, provided a small group focus training session for the District Medical Case Management Team. The training included a detailed explanation of the Medication Review initiative completed this year. The stakeholder activities and their recommendations were presented. District medical case managers and other district staff attended.
June 24, 2004	District 2 Formal Training "How to Evaluate Your Services"	17 attendees. Susan DeBeaugrine, Quality Improvement Consultant and Claudia Kassack, training manager facilitated an interactive training session for consumers and families. Dinner was provided.

District/local contacts		
Date	Description of Activity	Participants and Audience
District 1		
May 25, 2004	Quarterly Meeting	Marion Olivier-Ruelas, Joan Batzloff, Sharon Searcy, 5 District staff. Discussed and reviewed the quarterly data. Discussed the CORE/WiSCC review processes. Discussed the procedures for notifying the reviewers of grievances and incidents. Discussed training needs of the district and positive trends observed from the PPR and PCR reviewers.
District 2		
May 13, 2004	Quarterly meeting	Marion Olivier-Ruelas and, Susan DeBeaugrine, and 5 District staff attended. Anita Hakes and Donna Barber, the independent evaluators attended as well. Discussed and reviewed the quarterly data. Discussed the CORE/WiSCC review processes. Discussed the Desk Review and Documentation Follow Up review processes. Discussed the procedures for notifying the reviewers of grievances and incidents. Discussed training needs of the district and positive trends observed from the PPR and PCR reviewers.
District 3		
June 15, 2004	Quarterly Meeting	Marion Olivier-Ruelas, Theresa Skidmore and 7 District staff attended. Discussed and reviewed the quarterly data. Discussed the CORE/WiSCC review processes and overall results from the pilot. Discussed the procedures for notifying the reviewers of grievances and incidents. Discussed training needs of the district and positive trends observed from the PPR and PCR reviewers.
District 4		
June 10, 2004	Quarterly Meeting	Marion Olivier-Ruelas, Sil Vazquez, Gary Baird and 8 District staff attended. Discussed and reviewed the quarterly data. Discussed the CORE/WiSCC review processes and overall results from the pilot. Discussed the procedures for notifying the reviewers of grievances and incidents. Discussed training needs of the district and positive

		trends observed from the PPR and PCR reviewers.
District 7		
May 21, 2004	Dist. 7 Quarterly Mtg.	Carol McDuff met with Dist. 7 staff to discuss new review processes, data, and other items pertinent to the district.
District 8		
May 12, 2004	Dist. 8 Quarterly Mtg.	Carol McDuff met with Marsha Vollmar and Dist. 8 staff to discuss new review processes, data, and other items pertinent to the district.
District 9		
May 27, 2004	Dist. 9 Quarterly Mtg.	Carol McDuff met with Deb Blizzard and Dist. 9 staff to discuss new review processes, data, and other items pertinent to the district.
District 10		
June 10, 2004	Dist. 10 Quarterly Mtg.	Martha Keim and Dist. 10 staff to discuss with Carol McDuff new review processes, data, and other items pertinent to the district.
District 11		
June 9, 2004	Dist. 11 Quarterly Mtg.	Carol McDuff and Kirk Ryon and Dist. 11 staff to discuss new review processes, data, and other items pertinent to the district.
District 12		
June 21, 2004	Quarterly Meeting	Marion Olivier-Ruelas, Sil Vazquez, and 5 District staff attended. Discussed and reviewed the quarterly data. Discussed the CORE/WiSCC review processes and overall results from the pilot. Discussed the procedures for notifying the reviewers of grievances and incidents. Discussed training needs of the district and positive trends observed from the PPR and PCR reviewers.
District 13		
June 15, 2004	Quarterly Meeting	Marion Olivier-Ruelas, Theresa Skidmore, and 4 District staff attended. Discussed and reviewed the quarterly data. Discussed the CORE/WiSCC review processes and overall results from the pilot. Discussed the procedures for notifying the reviewers

		of grievances and incidents. Discussed training needs of the district and positive trends observed from the PPR and PCR reviewers.
Region 14		
May 19, 2004	District 14 Quarterly Meeting	Met with representatives of the district to conduct the quarterly meeting- Delmarva and DCF.
District 15		
May 26, 2004	Dist. 15 Quarterly Mtg.	Steve Stoltz and dist. 15 staff to discuss new review processes, data, and other items pertinent to the district.
Region 23		
May 27, 2004	Region 23 Quarterly Meeting	Met with representatives of the Region to conduct the quarterly meeting- Delmarva and DCF.
Other Outreach		
Date	Description of Activity	Participants and Audience
April 6, 2004	Independent Evaluation	Bob Foley, Marcia Hill, Donna Barber met to discuss the independent evaluation of Delmarva completed by Donna Barber and Anita Hakes.
April 20, 2004	Leadership Meeting in Tallahassee	Attended by Marcia Hill, Tim Jones, Bob Foley, Sue Kelly, Claudia Kassack and Marion Olivier-Reulas. Bob and Marion presented CORE and WiSCC development information.
May 7, 2004	WiSCR Workshop	Bob Foley and Linda Tupper did workgroup development for WiSCR tool .
May 13, 2004	Meeting with Maximus	Attended by Bob Foley and Marcia Hill.

ⁱ Please see previous quarterly reports in Year Three for contact information from July 2003 – March 2004.