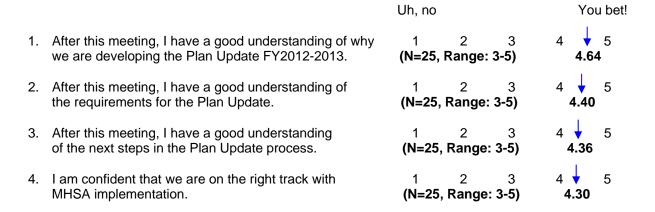
MENTAL HEALTH SERVICES ACT

November 5, 2012 - Representative Stakeholder Steering Committee Meeting Plan Update FY2012-2013

LEARNING AND FEEDBACK SUMMARY



- 5. What worked well during this meeting?
 - Clear/concise information
 - Opportunity to give feedback, ask questions!
 - All was great
 - Good venue, slightly too small, good food service
 - Presenters discussion, opportunity to talk at table
 - Giving tables the opportunities to discuss the info with each other
 - All
 - Good overview
 - Engagement of stakeholders
 - Nice location, food was cold
 - All the planning up front. Greatly appreciate the foresight & thoughtfulness that went into the proposals presented tonight.
 - Breaking for clarification and discussion in groups
 - Great front loading of information/and discussion for this topic tonight
 - Small group discussions
 - There was a lot of information
 - Thank you for the glossary!
 - I liked the individual "table" group discussions. Very informative and enlightening.
 - Knowledgeable presenters

- Great questions
- Table discussions
- Delicious food
- Good variety of presenters
- Presentation well organized
- Good presentation of material. Facilitators were open to ongoing Q & A. PowerPoint format effective.
- Good job presenters explaining & asking for feedback
- The transparency of the presenting team
- Good presentations
- Very clear & good plans
- Knowledgeable, dedicated people Thanks!
- Seemed to move along which is helpful given hour.
- The plan for the discharge team & program enhancement is exciting!
- 6. What could be improved in future meetings?
 - None good job!!
 - Agreement process: more structured?
 - Mainly concerned at bottleneck & what can be done to address
 - Use less jargon & acronyms
 - Use more person first language
 - None
 - I thought that it should have been made clearer that the expansions proposed for the other programs are to help connect adults/others discharging from hospital into treatment slots
 - Outcomes should be shared at leadership meeting
 - It would be nice if like the slide that shows effectiveness of our FSP, would be shared at our leadership meetings, All Staff Meeting...Impressive & staff need the reminder
 - Minimize the review
 - How do we step-down from FSP's to regular treatment teams?
 - I'm not sure great job!
 - An opportunity for written questions & comments on post-its since many attendees seem hesitant to ask verbally.
 - N/A
 - Zero
 - I had to leave early so didn't get to see the last hour
 - More community feedback & more representation with <u>all contractors</u>
 - Chong needs to stop pacing while talking, it was very distracting.