

Case Review Ground Rules

1. The content of team/case discussions will remain confidential.
2. We will bring a positive problem solving attitude to each meeting.
3. Everyone will engage in active participation and will allow everyone to contribute.
4. We will respect differences and will not discount others' opinions, be those personal or case specific.
5. We will support each other, rather than judge each other.
6. We will refrain from instructing other team members on their job responsibilities.
7. We will understand that each agency maintains ultimate authority for decisions appropriate to its own policies and statutory mandates and may not be able to adopt some team recommendations.
8. We will understand that each agency has its own policies and procedures and will refrain from using case review as a medium to criticize other agencies' procedures.
9. Feedback will remain open, honest, and constructive and will focus on the case and group process, not on personalities. Adverse personal comments or attacks are not acceptable.
10. Our focus will remain on the cases, subsequently avoiding sidetracks, sidebar conversations, personality conflicts, or hidden agendas.
11. We will make every attempt to use time wisely by arriving on time for case review/staffing, returning on time from breaks and ending meetings on time.
12. We will notify the CAC of any absence from a scheduled review within 48 hours, when possible.
13. If a designated Team member cannot attend a scheduled case staffing, a designee and/or his/her supervisor will come prepared to staff the case in his/her absence.
14. Barring an urgent situation, we will make all attempts to not leave a Case Staffing until the meeting or staffing is adjourned,
15. If someone misses a meeting or has to leave early, a responsible party will be designated to provide the missed information to the absent MDT member.
16. Each team member is responsible for what he/she receives from Case Review and will ask for what they need from the facilitator and/or other team members.
17. In an effort to minimize disruptions, cell phones and pagers will be turned to vibrate or silent.