

Community Mental Health Affiliation of Mid-Michigan

**Affiliation QI Committee Minutes
September 19, 2003, 9am-Noon
Gratiot CMH**

Present: Lynn Charping (Gratiot) Liz Holcomb (CEI), Pamela Stants (CEI), Susan Kilgore (Newaygo), Paul Duff (CEI), Tammy Quillan (Ionia), Moira Davenport-Ash (CEI)

1. Cost Savings

Do we need to continue to track affiliation cost savings for the workgroup?

- ✓ Liz to ask Bob Sheehan if he wants workgroups to continue to track cost savings.

2. DCH Site Visit

Moira distributed a summary list of opportunities for improvement resulting from the DCH Site Visit. The list should be shared with staff as evidence that training has been provided on the improvements/changes.

Clarified that DCH standards only require that the consumer name and case # are be on every document within the chart. However best practice would be to have the name and case # on each page of every document. It was agreed that the Affiliation standard would be name and case # on every document.

There was discussion as to when Adequate Notice must be provided (at the time the PCP is developed or can it be mailed with the copy?).

- ✓ Tammy still needs to follow up with DCH to get clarification.
- ✓ Future agenda item: How to track compliance with name and case # on every document within the charts?
- ✓ Continue to monitor DCH corrective action items

3. Record Review Tool Revisions

The revised tool was reviewed. Additional changes were made (crisis planning, adequate notice, delete 4.3).

DCH indicated wanting to see how the data is being used to make improvements. It was decided that once there is a full year of data to review, areas needing improvement will be identified and focused on for the upcoming year.

Paul shared a report on CEI's return rates for Record Reviews. The report was shared with leadership staff as a motivator for supervisors to get reviews completed. It was agreed that affiliates would report to Lynn Henley each quarter the number of reviews sent out to staff and the number of completed reviews being submitted.

4. Affiliation Committees

UM – Paul noted some problems with how indicators had been calculated/reported. Paul is working with Lynn Henley to make corrections.

It was suggested that the functions of the affiliation QI committees and indicator assignments be reviewed along with the QI Plan.

All day retreat was scheduled for ~~10/3/03~~ (and rescheduled for) 10/8/03, 9am – 4pm, at Gratiot CMH. Agenda: Develop Quarterly Affiliation QI Data Report, Review/Revise QI Plan (committee structure and indicator assignments), Medicaid Claims Methodology, etc.

5. Medicaid Claims Verification

Would like to have a separate meeting with staff that do the Medicaid Claims verification to allow them the opportunity to share information and discuss issues, etc.

Discussed what we would like to clarify with Tom Renwick at the conference.

- √ Medicaid Claims Meeting with other staff on 10/17/03, 9am-Noon, Gratiot
- √ Liz agreed to email some questions (on Medicaid Claims and QISMC) to Tom Renwick in advance of the conference.

Paul is doing Inpatient Medicaid claims verification for affiliates at shared hospitals. Next year Ionia will be using Gerber hospital – would Newaygo be willing to complete verifications at Gerber for other affiliates?

6. MMBPIS Standardization

Susan provided an outline for standardizing the MMBPIS indicators. Please review for discussion at the all day QI meeting.

7. Nick Filonow Award

Liz advised that the Board Association's Member Services Committee has recommended that a special workgroup be established to redefine the award. Liz, Pam Stants, Greg Snyder, Scott Dyzurka and Mary Balbirdie will be on the committee.

8. December QI/IS/FI Conference

Liz advised that the December QI/IS/FI conference will focus on compliance.

9. Affiliation Communication

What can QI do to better communicate efforts among affiliation?

- √ Liz will ask Debbie Heinze to add an area for QI minutes and reports on the Affiliation website
- √ Tammy will forward QI minutes to Debbie Heinze.

10. Crisis Planning

Crisis planning documents were shared. Ionia CMH will be holding a Crisis Planning training in October 2003 facilitated by Cynthia Brooks, DCH Site Reviewer.

- √ Tammy will check to see if an invitation can be extended for affiliates to send staff to the training.

11. Future Meetings

10/8/03, 9am- 4pm, Gratiot – all day meeting
10/10/03, 9am-Noon, Gratiot – finish up from 10/8 if needed
10/17/03, 9am-Noon, Gratiot – with Medicaid claims verification staff
10/24/03, 9am-Noon, Gratiot – hold date, will cancel if don't need

12. CSR Report

Karen Turner, CEI CSR, reported that Bea had begun her trainings at Newaygo CMH. Kurt will present his PCP training to the other CSRs as soon as a laptop can be obtained during a meeting. CSRs are developing standardized PCP and SD brochures in coordination with the SD Workgroup. Next CSR Meeting: 10/17/03.