

Community Mental Health Affiliation of Mid-Michigan

Affiliation QI Minutes
November 21, 2003
9am – 12pm
Gratiot CMH

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

1. QI Plan for 2004

Finalized QI Plan for approval by Core Group in December and then to Local Boards for implementation. The Affiliation QI structure of committees is being eliminated as it was inefficient for staff to meet locally and at the affiliation level. The Affiliation QI will monitor QI activities of all affiliates through quarterly reports.

2. QISMC Projects

Discussed reviews of QISMC Project reports from other CMHs. More to be reviewed at next meeting.

DCH states that we now need to have 2 projects for the waiver renewal period (2 years). Affiliation will revise and continue with current PCP and Coordination of Care projects.

Coordination of Care

- ✓ Liz to develop questions to send to QHP physicians to find out what info they want/need from us.
- ✓ Everyone to compile contact list (area QHPs, CMH contact person, QHP contact person, good/fair/poor relationship between contact persons)

Person Centered Planning

- ✓ Need to identify 1-2 specific areas for improvement

In January 2004, want to schedule a specific meeting for QISMC Project planning/implementation.

QISMC reports to DCH are due: 7/1/04, 1/1/05, 7/1/05

3. Record Reviews

Double check last quarter's report to make sure that the aggregate summary page has the correct links.

Minimum standard for Affiliation will be one record review per clinician per year. Will continue to do full record reviews until further discussion.

4. Mystery Shopper Program

Jana Perez presented on the Mystery Shopper Program as developed by the Customer Service Reps. It was recommended that the Level 1 scenario be piloted in January 2004. Lynn will help Jana make final revisions and prepare handouts for Core Group approval.

- ✓ Staff will need to be educated on the purpose of the program (to improve services, not get staff in trouble).

5. MMBPIS Reports

Discussed concerns with accuracy of affiliation reports (spreadsheets/graphs) and need for standardized definitions across the affiliation.

- ✓ Review your data and submit corrections to Liz
- ✓ Susan to review formulas for accuracy

6. Affiliation Workgroup Updates

Self-Determination and Utilization Management updates were shared.

7. Filonow Award

The MACMHB Member Services Committee is going to oversee the award. Will be asking for more nominations with the award to be given in June 2004.

8. Next Meeting

January 9, 2004, 9am-Noon, Gratiot CMH

Agenda: Schedule Meeting for QISMC Projects
 MMBPIS Reporting Definitions
 Record Review – all or partial?
 QISMC Projects – findings from statewide reports
 Medicaid Claims Verification – findings from statewide reports

9. Future Meetings: January 23, 2004