

Community Mental Health Affiliation of Mid-Michigan

Affiliation QI Minutes
March 5, 2004
9am – 12:30pm
Gratiot CMH

Present: Lynn Charping (Gratiot), Liz Holcomb (CEI), Paul Duff (CEI), Pam Stants (CEI), Moira Davenport-Ash (CEI), Tammy Quillan (Ionia), Chip Johnston (M-B), Susan Kilgore (Newaygo), Richard Coelho (CEI)

1. 2003 Customer Satisfaction Reports

Richard Coelho distributed and reviewed the 2003 Customer Satisfaction reports.

- a. Contractor Surveys: Response rate (35%) not bad; need to look for trends; consider written comments; need to communicate results and importance of completing surveys.
Recommended Standard: 80-85% satisfaction
- b. Closed Case Surveys: Low response rate is expected; possibly more honest responses; survey is only a sample; different survey methods and larger sampling not cost effective; need to look for trends and consider comments; survey should be given the lightest weight.
Recommended Standard: Question 1=90%, 2-7=85%, 8-9=80% or overall satisfaction of 80%
- c. Referral Source Surveys: Need to improve response rates to 40-45%; completed surveys indicating no referrals to CMH are not included in results; findings support a need to improve communication with referral sources.
Recommended Standard: 60% satisfaction
- d. Residential Surveys (residents, guardians, case managers): Response rates should be high; need to find ways to share findings with homes without giving up anonymity of respondents; need to consider comments especially for homes with T-scores of less than 40; reports should be shared staff and guardians; will include trends for resident satisfaction in next year's report.
Recommended Standard: T-score = 40
- e. Open Case Surveys: Would like response rates closer to 60%; fewer comments possibly due to limited space on survey.
Recommended Standard: 85-90% satisfaction

The following items/areas were identified for recommendation to Core Group as affiliation-wide improvement projects (with corresponding survey questions to be monitored):

- Communication with referral source on PCP info (Referral #2, 3, 5)
- Residents have someone to talk to in the home (Residents #7)
- Residents and guardians know how to file a rights complaint (Residents #14)
- Increase open case survey response rates

Affiliates may individually identify additional survey items for improvement and monitoring at the local level.

2004 survey packets were distributed. Affiliates are to include in the survey letters a deadline of 14 days for returning completed surveys. Tables are provided for tracking response rates.

- ✓ QI to share survey reports with leadership in preparation for April Core Group meeting.
- ✓ Improvement areas and surveys standards to April Core Group meeting for approval.

2. External Quality Review (EQR)

Credentialing, Rights, and Treatment Choices/Options were identified as priority areas for follow up by the CEI. Affiliates need to review EQR requirements and document local policy references (similar to AFP).

- ✓ Chip will email Dave Short matrix
- ✓ Affiliates to forward completed reviews and supporting documentation to CEI

3. CMH/QHP Coordination of Care Project

Lynn and Susan provided copies of the draft forms for review. Minor changes were suggested. There was discussion as to whether the forms would be piloted for use in the project only or across all programs. There was discussion about the sample size and whether additional participants should be added to the project or if there should be a cutoff date.

- ✓ Affiliates should identify up to 20 cases (using the participation form) for the 3/16/04 meeting
- ✓ Lynn and Susan will update the forms and email them out
- ✓ An email reminder along with the forms will be sent out to CMH and QHP staff

4. Timeliness of Service and Documentation (for record reviews)

Susan provided a flowchart to establish definitions of timeliness for services and documentation monitored by the record reviews.

- ✓ Affiliates to compare local processes to the flowchart and document any differences

5. Next QI Meeting - March 16, 2004, 11am-1pm, CEI CMH

Agenda: QHP Meeting (project design, sample size)
EQR Readiness

6. Next QHP Meeting

CMH/QHP Meeting: March 16, 2004, 1:30-3pm, CEI CMH