

Community Mental Health Affiliation of Mid-Michigan

Affiliation QI Minutes
April 14, 2004
10am–Noon
CEI CMH

Present: Liz Holcomb (CEI), Paul Duff (CEI), Moira Davenport-Ash (CEI),
Lynn Charping (Gratiot), Jeff Rose (M-B), Susan Kilgore (Newaygo),
Tammy Quillan (Ionia)

1. QHP Project

Discussion as to whether or not additional releases are needed to share information with QHPs on mutually served consumers. It was decided that each CMH would decide locally if releases are needed or if the coordination agreements are sufficient to share information. Informational brochures by another CMH were reviewed and discussed. There was also discussion regarding the satisfaction surveys and it was decided that we would survey our own physicians and staff and leave it up to the QHPs to survey their own PCPs and caseworkers.

Next Steps:

- Get releases if needed
- Forward case lists to QHPs – request PCP and QHP contact info on each case
- Tammy to get case sticker information to Liz
- Forward feedback on consumer brochure to Lynn
- Lynn to create consumer brochure on purpose of coordinating care (for all consumers)
- Liz to draft letter from Medical Directors to PCPs, QHPs, CMH staff (purpose of project, communication expectations, contact info)
- Chip to draft a short satisfaction survey
- Send out educational packets (letter, case sticker, copy of release, coordination form)
- Get CMH Psychiatrist buy-in on project
- Request QHPs to follow up with PCPs to ensure participation
- Finalize chart audit tool and complete baseline review

2. EQR Readiness

Discussed reporting of the eight selected MMBPIS indicators for the EQR. These will be calculated based on Medicaid status on the date the report is run.

Each affiliate is to be completing documentation of local compliance with the BBA requirements. The affiliation still needs to document evidence of compliance with the Performance Indicators and Performance Projects sections of the EQR.

- Special Meeting for EQR Documentation: 5/6/04, 9am – 4pm, Ionia CMH.
- Susan will send out MMBPIS information.

3. Customer Satisfaction Report to Core Group

Reviewed and discussed the summary report for presentation to the Core Group. Concerns were expressed with the standards that had been established for each survey. These looked low when compared to an affiliation average versus individual scores.

4. MMBPIS

- Liz to have affiliation graphs sent out for the last two quarters.

5. Affiliation Local QI Minutes

Reminder to continue sending Local QI Council minutes to Liz or Lynn Henley each quarter.

6. Next Meeting

Affiliation QI: April 27, 2004, Noon-1:30pm, CEI CMH
CMH/QHP Meeting: April 27, 2004, 1:30-3pm, CEI CMH

7. Quarterly Affiliation QI Agenda Items:

MMBPIS
Medicaid Claims
Record Reviews
QISMC projects