

**CMHAMM Affiliation of Mid-Michigan Quality Improvement Workgroup
Minutes – 10/8/04**

Present: Lynn Charping, Sally Johnson, Susan Kilgore, Chip Johnston, Paul Duff, Moira Davenport-Ash, Richard Coelho, Liz Holcomb

Issue: Satisfaction Surveys

Discussion:

1. Closed cases are still coming in the mail. Richard needs to know how many surveys were sent out by each affiliate.
2. Residential surveys are pretty much done. Everyone's are in at this point.
3. Contractor surveys have started. Manistee-Benzie's are in. Richard is waiting for the other affiliates.
4. Referral source surveys were sent out in September. M-B's are in, others are coming in.
5. Open cases will be sent in October. Surveys should be given to the consumers face-to-face if possible.

Reports will be written in December. Any comments received will be referred directly to the QI coordinators for follow-up.

Action: Each affiliate should let Richard know how many closed case surveys were sent out.

Issue: Clinical Records Committee

Discussion:

There is interest in paring down the length of the review tool to areas that are critical, show deficits or are required by DCH, or accrediting bodies. We can then track improvements in performance with training in targeted areas.

Action:

1. Moira will work with the clinical records committee to redesign the review form and present the form to the QI group in November.
2. Susan will build a spreadsheet for the data.
3. Paul and Moira will draft a secondary review process that adds clinical records to care review, and Medicaid claims processes. **It was noted that Chip was excited by the prospect!**

Issue: DCH site visit follow-up

Action: The DCH plan of correction with specific assignments will be sent out early next week.

Issue: Medicaid Claims Data Verification Secondary Review

Discussion: Paul will be doing hospital, crisis residential and partial reviews between 10/8 and 10/13. Claims data report is due on 10/31.

Action:

1. Paul will give reports to each affiliate
2. Send denominators to Paul for each service
3. Paul and Liz will meet with Lynn
4. Liz will include revised methodology in report to DCH.

Issue: EQR- Medicaid performance indicators

Discussion: Will look at data from 3rd and 4th Qs for 8 Indicators for practice.

Discussed standardization of data for 8 indicators.

Agreed that data for the Medicaid indicator #5, inpatient readmissions within 30 days will include:

1. Consumers that have Medicaid during the quarter
2. Consumers for whom we screen and authorize inpatient services
3. 1st hospitalization will be the first that we authorize

Issue: Chair of group

Discussion on rotating Chair

Action: Lynn Charping volunteered to chair the QI Workgroup for the next year.

Next meeting: November 5, 2004, 9 to noon, at Gratiot

Agenda items:

1. **Advance and Adequate notice: compare to July 04 notices**
2. **CSR draft rights summaries**
3. **CARF**