

Community Mental Health Affiliation of Mid-Michigan

**Affiliation QI Minutes**  
**November 5, 2004**  
**9:00 a.m. – 12:00 p.m.**  
**Gratiot CMH**

**Present:** Liz Holcomb (CEI), Pamela Stance (CEI), Moira Davenport-Ash (CEI),  
Lynn Charping (Gratiot), Chip Johnston (M-B), Susan Kilgore (Newaygo),  
Sally Johnson (Ionia)

**Issue: Compliance**

Discussion:

The Core Group held a discussion related to compliance and the possibility of referring the issue to the Affiliation QI workgroup.

**Action:**

1. Liz will discuss the issue with Ken Slater to determine action needed by the QI workgroup.
2. Lynn and Susan will e-mail to the team sample review tool used locally.

**Issue: DCH Site Visit (12/20/04)**

**Action:**

1. Each affiliate will send evidence of compliance to Debbie Heinze for areas of responsibility cited in the remedial action plan, as the action is completed. A progress report will be sent in the event an action is not completed by the date of the return visit.

**Issue: Appeals/Grievances**

Discussion:

The EQR includes 17 points regarding appeals/grievances. Updates in the technical Advisory attached to the DCH Contract require updates to policy, brochures, consumer handbook and notices. A suggestion was made to aggregate the annual RR report, sentinel events reports and Fair Hearing information. Advanced Directives were discussed.

**Action:**

1. Lynn will separate the Medicaid requirements from the non-Medicaid requirements in the current Affiliation notices used and forward them to Liz for review before distribution to all affiliates.
2. Liz will draft updated language for the Affiliation Consumer Handbook to have on file for the review. Handbooks will be revised and re-printed when the supply is depleted.
3. At a minimum, affiliates will log Fair Hearings.
4. Chip will draft an Affiliation Advanced Directives policy for review at the next meeting. Liz will forward the Affiliates a copy of CEI's policy.

**Issue: Medicaid Claims Verification**

Discussion:

Liz submitted the report due 11/1/04 to MDCH. The Utilization Management group is developing standardized utilization guidelines and eligibility criteria, with a completion goal of mid-December. Liz visited the Affiliation's CA to complete a secondary review of claims (exception – Manistee-Benzie). CEI purchased locking boxes for use in transporting confidential documents (if interested in purchasing, contact Moria for details).

**Action:**

1. Liz will forward a copy of the report to the affiliates.
2. Liz will set-up a schedule of secondary Medicaid claims review for the affiliates within two weeks. Chip will send a list of cases reviewed by their CA to Liz.

**Issue: EQR****Discussion:**

The Affiliation EQR review is scheduled for 1/10/05. A DRAFT monitoring tool from HSAG was distributed to the team. The deadline for completing a response/evidence collection is the beginning of December. Updates to the Network Management Policy were approved at the 11/3/04 Core Group Meeting. Updates include evidence for the Member Rights and Protections section (page 36). Susan updated the templates for Performance Indicators (8 Medicaid).

**Action:**

1. Affiliates will complete a local response as requested by responsible CEI staff. Evidence of compliance will be forwarded to CEI.
2. Susan will forward the updated templates for the 8 Medicaid Performance Indicators to team members.
3. Information will be pulled from the DCH site-review evidence box for Standard VIII (page 32) #2B,C, and D.

**Issue: Record Review****Discussion:**

Moria distributed an aggregate record review report for review by the team. The master record review form is being revised to eliminate areas being monitored that no longer need to be. Many areas that the Affiliation scored low in are areas cited in the MDCH site visit.

**Action:**

1. Moria will forward a report to each affiliate showing the last four quarter's data. Each quarter will be trended.
2. Affiliates will submit suggestions for form revision to Moria. Moria will bring a revised copy of the record review form to the next meeting. Goal – use the revised form starting 1/1/05.
3. Goals will be set at the next meeting for the QI workgroup to track data based on outcomes.
4. Liz will schedule a secondary review of the record review process for each affiliate (possibly at the same time as Medicaid Claims Verification).

**Issue: QISMC****Discussion:**

Baseline surveys have been turned in to CEI (exception – Newaygo). The next report is due to MDCH by 12/31/04. Two quarters of file reviews will be completed by the deadline date. QHP's have agreed to forward to CMH information regarding medications and hospitalizations as part of the project.

**Action:**

1. Newaygo will submit baseline surveys to CEI prior to 12/1/04.
2. A letter will be drafted to the QHP participants regarding sending medication and hospitalization information through December 2004.

**Issue: Consumer Satisfaction Project****Discussion:**

Open cases are currently being surveyed through the end of November. Completed elements of the project include: closed, residential, contractor, and referral source. Ionia has had requests from consumers to have a survey form available in Spanish.

**Action:**

1. Implement a Spanish form for the 2005 Satisfaction Project.
2. Sally will share copies of translated survey forms with affiliates.

**Issue: TQM Plan/Compliance Plan Evaluations**

Discussion:

Susan shared a checklist Newaygo developed to monitor compliance activities.

**Action:**

1. Each affiliate will send local plan evaluations to Liz.
2. Each affiliate will bring suggested plan revisions to the next meeting.
3. Susan will e-mail the compliance activity monitoring checklist to the team.

**Issue: Mystery Shopper Program**

Discussion:

CSRs met to review problems with project implementation, which included CSR identifying themselves during the call, CSR not being comfortable with making the call, and number of reviews assigned not being completed. Updates were made to the Mystery Shopper program description, process and scenarios as requested by the QI workgroup.

**Issue: Nick Filonow Quality Award**

Discussion:

The award will be presented at the QI Forum on December 9<sup>th</sup>. Two nominations were received. Both organizations nominated will be presented the award.

**Action:**

1. Susan will ask Greg Snyder, CEO (Newaygo) to present the award during lunch.

**Issue: RR Booklet**

Discussion:

The RR booklet currently being distributed by MDCH will be updated and made available for printing through MACMHB. The CSRs will be told to hold on revising the booklet until further notice.

**Action:**

1. Liz will present the CSR's sample booklet to the ORR at MDCH and will report back in December.

**Next Agenda:**

MDCH Remedial Plan Evidence  
RR Booklet/Draft Handbook Language  
Appeals/Grievance Notices  
EQR  
Record Review  
QISMC  
TQM/Compliance Plan Evaluations  
Advanced Directive Policy  
Secondary Review Schedule

Submitted By,  
Lynn Charping