

<b>Present (please check) Please circle note-taker</b>				<b>CMHAMM</b> Work Group Meeting Minutes  DATE: 2/4/05  LOCATION: Gratiot County CMH  WORK GROUP NAME: Quality Improvement	cc: Team members (list members' names) Liz Holcomb, CEI Paul Duff, CEI Moria Davenport-Ash, CEI Fran J, CEI Pamela Stants, CEI Board Member Lynn Charping, Gratiot Sally Johnson, Ionia Susan Kilgore, Newaygo Chip Johnston, Manistee-Benzie
x	Liz H.	x	Lynn C.		
x	Paul D.	x	Sally J.		
x	Moria D.	x	Chip J		
x	Pam S	x	Susan K		
x	Fran J.				
<b>Topics Discussed</b>				<b>Discussion/Decisions</b>	<b>Action/Responsible Party</b>
<b>MDCH Remedial Plan of correction</b>				Fran reviewed the corrective action plan from the return site visit in December. There were very few follow-up activities required. The Affiliation needs to address the addition of independent facilitation as a prompt on the pre-planning form and crisis planning. Fran has e-mailed a copy of the report to work group members.	Fran follow-up with individual boards as required.
<b>External Quality Review Follow-Up</b>				Issues that need to be addressed throughout the Affiliation include PIHP monitoring, clear documentation of delegated responsibilities, and PIHP validation of information and oversight. There were two areas of the review that no citations were noted, staff training and practice guidelines. The review team is scheduled to return in September.	1. HSAG has requested submission of the Validation of Performance Project Tool by 2/18/05. Liz will complete the tool and send out a draft next week for review/input. 2. The work group will begin to review each section of the BBA to determine compliance in preparation for the next EQR. Assigned sections will be reviewed at each QI work group meeting. Subpart C, 104 – 116 will be reviewed at the next meeting.
<b>Review/Audit Schedule</b>				The following reviews are scheduled: March CMS May/June CARF (CEI AND Ionia) June RR Audit (Ionia) June/July DCH Site-Review September EQR	1. Liz will send out a review grid. 2. Susan will e-mail a schedule of reports to work group members to tailor to their individual board.
<b>Record Review</b>				The new form will be implemented April 1, 2005.	1. Liz will e-mail the form to the group. Any suggested revision need to be submitted to Liz a.s.a.p. 2. Implement forms for next quarter record review (April – June).
<b>RR Booklets</b>				Printing of the current booklet is available through MACMHB. It was suggested that the Affiliation create a summary of rights brochure to be circulated by each board. The Core Group would like the Affiliation to have a standardized document.	1. Chip will e-mail a draft brochure developed by Manistee-Benzie's CSR, Kim. Submit suggested revisions to Chip. A draft of the brochure will be reviewed at the next meeting. 2. Each board will have a supply of the current booklets on hand in the event a consumer requests one.
<b>Appeals/Grievance Policy/Notices</b>				Liz is in the process of revising the CEI policy to be in compliance with the BBA and the DCH Technical Advisory (July 2004). It was suggested that there be a standardized PIHP (Affiliation) policy and a standardized General Fund policy, along with standardized notices. It was suggested that the notices have a drop-down list of choices that staff can choose from. To assure compliance, only the reasons on the list will be acceptable to include in a notice.	The work group will review the revised policy and notices and make a recommendation to the Core Group. Affiliates will give input on the notices to Liz a.s.a.p.

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<b>QISMC Projects</b>				A new project design will be written for a study on communication. This topic was noted on the original QISMC project consumer survey and in the results of the 2003 Affiliation Consumer Satisfaction project results. Liz submitted the report due 1/31/05 to Tom Renwick. The report was reviewed with the QI group, QHP representatives, and Affiliation Consumer Advisory Council.	The QISMC project design will be put on the next QI meeting agenda.
<b>QI and Compliance Plans</b>				Both plans were approved at the 2/2/05 Core Group Meeting. Updates regarding PIHP monitoring and oversight responsibilities will be added to sections IA, VI, and VII.	<ol style="list-style-type: none"> <li>1. Sally will update the QI plan and e-mail to group members.</li> <li>2. Liz will inform Core Group of the QI Plan updates at the March meeting.</li> <li>3. Compliance &amp; QI Plan Follow-Up will be added to the regular meeting agenda.</li> </ol>
<b>Advanced Directives</b>				The work group decided that this was not a QI issue.	Liz will discuss referring this subject to Kim Zimmerman, Affiliation Consumer Empowerment Specialist.
<b>PIHP Secondary Review Schedule</b>				Secondary review monitoring reviews will be divided into quarters. Reviews will include SA, MA Claims, and Level of Care at a minimum.	<ol style="list-style-type: none"> <li>1. Liz will complete the PIHP Monitoring Plan.</li> <li>2. Secondary review for MA Claims and Level of Care will be completed as follows: April – Gratiot/Ionia August – MB/Newaygo</li> </ol>
<b>Performance Indicator Definitions</b>				The new MA Performance Indicators were reviewed to clarify definitions and reporting instructions. Current practices were discussed. Bob Sheehan has challenged DCH on some of the major concerns that have been identified. Lynn Henley submitted new indicator information with the exception of CEI's SE data.	CEI will develop tracking mechanisms for the SE indicator.
<b>Standardized Clinical Training/Uniform Access Training</b>				Training has been developed for key staff. Affiliates have the choice of attending one of the following training sessions: 2/28 – Ionia, 3/7 – CEI, 3/14 – MB. All sessions are scheduled for 9:30 – 12:00.	Affiliates will arrange for key staff to attend one of the training sessions.
<b>Service Denials</b>				Definition – Denial of any entitled benefit. Discussion of BBA, HSAG, and Performance Indicator requirements.	Problem-solve the issue.
<b>Format for Meeting Minutes</b>				A new meeting minute format was reviewed. Format is available on Affiliation web site.	Implement new format.
<b>Next Meeting</b>				March 18, 2005, Gratiot CMH @ 9:00	