

| Present (please check)<br>Please circle note-taker |          |   |          | <b>CMHAMM</b><br>Work Group Meeting Minutes<br><br>DATE: 3/24/05<br><br>LOCATION: Gratiot County CMH<br><br>WORK GROUP NAME: Quality Improvement   |  | cc: Team members<br>(list members' names)<br>Liz Holcomb, CEI<br>Paul Duff, CEI<br>Moria Davenport-Ash, CEI<br>Fran J, CEI<br>Pamela Stants, CEI Board<br>Member<br>Lynn Charping, Gratiot<br>Sally Johnson, Ionia<br>Susan Kilgore, Newaygo<br>Chip Johnston, Manistee-Benzie |
|--|----------|---|----------|--|--|--|
| Topics Discussed                                   |          |   |          | Discussion/Decisions   |  | Action/Responsible Party   |
| x  | Liz H.   | x | Lynn C.  |  |  |  |
| x  | Paul D.  | x | Sally J. |  |  |  |
|  | Moira D. | x | Chip J   |  |  |  |
|  | Pam S    | x | Susan K  |  |  |  |
| x  | Fran J.  |   |          |  |  |  |
| Record Review                                      |          |   |          | Moira will be asked to update the review form to include medical necessity and authorization of services. Section 2, part C (Service/Supports Plan), pg. 4 will be revised at the end of the section to include: Does each service in the plan identify Medical Necessity yes no, Scope yes no, Duration yes no, Amount yes no.<br><br>Also discussed was eliminating or revising the "Standard" column of the form. The standards cited are no longer accurate for Joint Commission and do not reflect CARF or COA. Citations should be more general. |  | Moira will update the review form and e-mail to Affiliates.<br><br>Debbie H. will be asked to put the form on the web site.  |
| QHP Meeting Follow-up                              |          |   |          | The QISMC report reviewed at the meeting has been distributed to providers in Ionia/Gratiot. Feedback from McLaren has been received by Gratiot. The next file reviews are due in April for Jan. – March.  |  | Liz will complete the minutes and distribute to QHP representatives and Affiliates.  |
| Customer Satisfaction Report                       |          |   |          | A copy of the 2004 Customer Satisfaction Report was distributed. Richard Coelho will be asked to attend the next QI meeting to review the results.   |  | Liz will ask Richard to attend the next QI meeting.  |
| BBA Review   |          |   |          | Defer review of these sections(subpart C, 104-116) in April.   |  | Review will be in April.   |
| Mystery Shopper                                    |          |   |          | Jana (Gratiot) gave an overview of the first quarter's data. No concerns were noted by the CSRs regarding the phone calls made. Some of the CSRs have not made calls consistently. If this occurs, the QI Coordinator from that board will be notified for follow-up to be made. The number of calls to be made per quarter will remain at 4 per CSR for the first year of the project. Suggestions for revisions to the data collection form were made by Richard Coelho. Karen (CEI) will work with Richard to complete the revisions.               |  | Richard Coelho and Karen Turner will revise the data collection form for use by CSRs.  |
| Agenda Calendar                                    |          |   |          | Susan distributed a draft Agenda Calendar format which summarizes each meeting's agenda topics. She was asked to make updates to include events and due dates.   |  | Susan will e-mail the calendar to Affiliates.  |
| CMS/CEI Meeting                                    |          |   |          | CEI met with CMS and DCH on 3/7/05 as part of DCH's federal review. Liz presented information on Performance Indicators (evaluation and monitoring processes) and the Affiliation QISMC projects and recent report. The review went very well.   |  |  |
| DRAFT RR Booklet                                   |          |   |          | The DRAFT booklet is complete. However, a suggestion was made to adopt the DRAFT Consumer Handbook put together by Manistee–Benzie, which includes RR information, rather than go ahead with the separate booklet. A copy of the DRAFT handbook was given to each Affiliate to review. Ionia is out of RR booklets and may use the DRAFT booklet until a decision is made regarding which document to use.   |  | Each Affiliate will review the DRAFT Consumer Handbook. Discussion will continue in April.   |
| DCH ORR Review                                     |          |   |          | DCH ORR on-sight review at Manistee-Benzie was on 3/8/05-3/10/05. A score of <b>281 out of 292</b> was achieved. Ionia is scheduled for a ORR review on 5/10/05-5/12/05  |  |  |

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| Topics Discussed                                   |          |   |          | Discussion/Decisions   | Action/Responsible Party   |
| Appeals/Grievances                                 |          |   |          | Revisions of policies and procedures are in process. New requirements have been received. There have also been revisions to the Provider Manual, Child Waiver, ACT, and Medicaid changes in nursing home requirements. There are also new non-Medicaid changes. Notice forms will include drop-down boxes or check boxes for staff to use.   | Liz will complete a DRAFT for review by the workgroup.   |
| QISMC Project Design                               |          |   |          | The design for a new project will be based on the results of the 2004 Customer Satisfaction Project results.   | Team will select project topic in April.   |
| Secondary Reviews                                  |          |   |          | Reviews will include Medicaid claims, CA claims and Level of Care. CEI will visit contract/CA provider sites as applicable. A sub-set of CA Medicaid claims will be reviewed. Affiliates will provide a list of Medicaid claims from 8/1/04-3/31/05 and CAs will provide a list from 4/1/04-3/31/05. Inpatient reviews will be completed at the end of the summer. Inpatient, partial and crisis residential reviews will be done together.  | Liz will contact Gratiot/Ionia with date for review.   |
| CARF   |          |   |          | Ionia is scheduled for reaccreditation on-site review on 5/25/05-5/27/05.  |  |
| Beneficiary Pamphlets                              |          |   |          | As a result of the EQR review, three DRAFT pamphlets listing benefits for consumers of Medicaid, HAB Waiver and ABW were developed. There was a question as to whether a brochure is needed for specialty services. A suggestion was made to change 2 of the pamphlets to bi-fold.   | The need for multiple brochures will be clarified with Liz.<br><br>Lynn will change the format of 2 pamphlets to bi-fold if needed.  |
| Performance Indicators                             |          |   |          | <p>Last quarter's performance indicators were reviewed. Affiliates not meeting threshold were CEI, indicator 2d, and Ionia, indicators 3a and 3b. There is no standard set by DCH for indicator 8b, however CEI has set a threshold of 95%. Most Affiliates had difficulty meeting threshold. CEI/Gratiot showed a large dip in numbers for indicator 28. There was a question regarding inconsistent housing numbers for Ionia. There is an error for CEI's numbers on indicators 2c and 3c, and 2d and 3d.</p> <p>The proposed new definition for indicators 1a and 1b is the clock starts when the consumer is ready to be screened. The data needs to be reported as requested by the EQR until further clarification is received.</p> <p>Susan handed out revised PIHP Medicaid indicators.</p> | <p>Errors in numbers reported will be corrected by CEI.</p> <p>Paul/Liz will clarify indicator definition.</p> <p>Susan will update the indicators if clarification re: indicators 1a and 1b warrant changes.</p>  |
| Training   |          |   |          | Part II of the training regarding service eligibility and authorization presented by CEI is scheduled for:<br>4/11/05 1:00 – 5:00 Ionia<br>4/22/05 1:00 – 5:00 Gratiot<br>4/29/05 9:00 – 1:00 CEI  |  |
| Compliance/QI Plan Follow-up                       |          |   |          | The plans were adopted by Gratiot, Ionia, and Manistee-Benzie in February and will be adopted by Newaygo and CEI in April.   |  |

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| <input checked="" type="checkbox"/>                        |         | <input checked="" type="checkbox"/> | <b>Lynn C.</b> |  |  |  |  |
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| <b>Topics Discussed</b>                                    |         |                                     |                | <b>Discussion/Decisions</b>  |  | <b>Action/Responsible Party</b>  |  |
| Compliance Issues  |         |                                     |                | <p>CEI is investigating an issue regarding HIPAA regulations vs. the Mental Health Code. The MHC is more stringent in this case. The issue has been referred to RR.</p> <p>Gratiot investigated an issue regarding services provided and not documented. The issue was investigated, corrected, and referred to Human Resources for follow-up.</p> |  |  |  |
| Records Management   |         |                                     |                | Susan distributed an article on records management for discussion.   |  |  |  |
| Topics for Next Agenda                                     |         |                                     |                | QISMC File Reviews   |  |  |  |
| Next Meeting   |         |                                     |                | April 22, 2005, Gratiot CMH @ 9:00   |  |  |  |