



Present (please check) Please circle note-taker				<p align="center"><b>CMHAMM</b></p> <p align="center">Work Group Meeting Minutes</p> <p align="center">DATE: 4/22/05</p> <p align="center">LOCATION: Gratiot County CMH</p> <p align="center">WORK GROUP NAME: Quality Improvement</p>	<p>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</p>
X	Liz H.	X	Lynn C.		
X	Paul D.	X	Sally J.		
X	Moir D.		Chip J		
	Pam S	X	Susan K		
X	Fran J.	X	Guest: Richard Coelho		
Topics Discussed				Discussion/Decisions	Action/Responsible Party
				<ul style="list-style-type: none"> <li>The Affiliation Consumer Advisory Council will be approached by Liz to determine if there is any interest in developing a quarterly newsletter as a form of communication to stakeholders.</li> </ul> <p>2005 Consumer Satisfaction Project Schedule: Closed Cases – June 1, 2005 – August 31, 2005 Residential – August 2005 Contractor and Referral Source – September 2005</p> <p>A reminder was given to fill out the tracking forms for the project and submit them to Richard.</p>	
QISMC Project Design				<p>A potential QISMC project regarding communication was discussed. Focus should be placed on referral sources.</p> <p>The Study Topic/Study Questions, Sections 2 &amp; 3 of the Project Design was worked on. DRAFT:</p> <p>2a. Process for selection of Topic: Review of annual consumer satisfaction project.</p> <p>2b. Rationale for Selection of Topic: Results of the Consumer Satisfaction Project showed an Affiliation-wide deficiency in communication related to referral sources for two consecutive years.</p> <p>3. Study Questions:</p> <ol style="list-style-type: none"> <li>Who are CMH's referral sources as categorized on the survey?</li> <li>What response if any would be appropriate?</li> <li>If appropriate, what would increase CMH's response to the referral sources?</li> </ol> <p>A suggestion was made to gather information about who was included as a recipient of a survey in the referral source survey.</p> <p>A suggestion was made to write a letter to referral sources with an explanation of CMH's constraints regarding confidentiality, how to facilitate a release of information, an option to be contacted and a name of a person in the Customer Services Department to contact with feedback. The letter should include aggregate data from the report or possibly a brochure of the results. The letter should be distributed to referral sources within 3-4 weeks.</p> <p>Coordination of Care Project – the project will be extended for the next contract period.</p> <p>File Reviews (Jan.-March) are due to Liz.</p>	<p>Moria will write a letter and request input from affiliates.</p> <p>Affiliates will submit ¼ly (Jan.-March) file reviews to Liz.</p>

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EQR				The next EQR Review is scheduled for September 2005.		
QHP Meeting				The next QHP Meeting is scheduled for 6/7/05 @ CEI, from 1:30 – 3:00.		Liz will distribute minutes from the last meeting.
Record Review Form				<p>The excel files need to be updated, as well as the citation reference section. Only general citations will be noted. Question regarding changes to the form were discussed.</p> <p>The CARF requirement of consumers receiving an orientation packet was discussed. This information has been tracked through the record review in section 4, #4.2, timeliness of documentation. A specific prompt to address this requirement will be added to the signature section on the front page. The changes in the form will be implemented next quarter.</p> <p>The documentation of Medical necessity was discussed; a prompt will be added to the assessment and the PCP format. Moria distributed a sample of medical necessity prompts.</p>		Moria will update the excel files and the record review form citation and signature sections.
DRAFT RR Booklet				The samples of the RR Booklet and the tri-fold brochure need to have additional information included to be compliant with new regulations and EQR requirements. Liz will ask MDCH for an opinion of the materials.		Liz will ask MDCH for an opinion of the DRAFT RR materials.
Grievance and Appeals				There are still question on the definition of grievances and appeals. There are also new non-Medicaid requirements. Susan will forward the Newaygo policy to Liz. Liz will review the policy from Newaygo and put together a DRAFT Affiliation Policy for review.		<p>Susan will forward the Newaygo policy to Liz.</p> <p>Liz will review the policy from Newaygo and put together a DRAFT Affiliation Policy.</p>
BBA Review Section Subpart C, 104-116				Deferred		Review during next meeting.
Compliance/QI Plan Follow-up				<p>A request was made to forward local Compliance Meeting Minutes to Fran.</p> <p>A reminder was given to forward affiliate QI Meeting Minutes to Liz.</p> <p>A grid used by Newaygo to monitor the responsibilities of the QI Plan was reviewed by Susan. She will e-mail a copy to the group.</p> <p>Discussion regarding the section of the QI Plan - internal auditing activities related to questionnaires to access knowledge and/or competence. These activities will vary by affiliate.</p>		<p>Affiliates will forward local Compliance Meeting Minutes to Fran.</p> <p>Affiliates will forward affiliate QI Meeting Minutes to Liz.</p> <p>Susan will e-mail a copy of the monitoring grid to the group.</p>
Compliance Issues				None		

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Topics for Next Agenda				The BBA review; Mystery Shopper data collection form; and communication with consumers, referral sources, and providers were deferred until the May meeting.		Review during next meeting.	
Next Meeting				May 20. Location/Time TBA - The meeting will be held at The CMH hosting the Part II Training.			