

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: 8/25/05</p> <p align="center">LOCATION: QI Forum (Crystal Mountain)</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.				
	Moira D.	X	Chip J				
	Pam S		Susan K				
X	Fran J.		Guest:				
Topics Discussed				Discussion/Decisions		Action/Responsible Party	
Coordination of Care/ QAPIP				<p>Reviewed the EQR report comments and required revisions related to the project.</p> <p>Valid Sampling Techniques – Liz will contact Richard to help with revisions in the area.</p> <p>The PIHP was cited in the area of data elements. The group felt that this area was addressed in the plan. Revisions needed include: data collection tool, process for inter-rater reliability, procedure for data collection, specify training, interpretation (PIHP is only at the point of collecting baseline data).</p> <p>The COC project will not be modified per revisions needed, to be implemented 10/1/05. The new project will also begin 10/1/05. According to Tom Renwick (MDCH) the new project topic must be related to clinical practices. The group of participants will be more defined (e.g. ACT, targeted casemanagement, etc. as applicable to each CMH).</p> <p>Possible criteria include:</p> <ul style="list-style-type: none"> <li>• Have a primary care physician (PCP)</li> <li>• Have a current release for PCP</li> <li>• SMI</li> <li>• Members of an outreach program</li> <li>• Hospitalized within the last year</li> <li>• 4 hospitalizations within 30 days</li> <li>• 100% of ACT Team or ACT eligible</li> </ul> <p>A barrier analysis needs to be completed. Examples of barriers include:</p> <ul style="list-style-type: none"> <li>• participants moving out of the catchment area</li> <li>• death</li> <li>• physician unwilling/uncooperative</li> <li>• movement between QHP's</li> <li>• consumer does not have a PCP</li> <li>• staff turnover at QHP</li> <li>• no current release of information</li> </ul> <p>Richard will be asked to assist with internal and external validity of findings. Some concerns are lack of staff training, staff turnover at CMH and QHP, and loss of participants (current project has been 20%). Also, PIHP must have a mechanism to ensure validity (secondary reviews).</p> <p>Liz will ask Richard to work on the study guide her. Susan will be asked to help with outlining procedures for data collection and training for individuals collecting the data.</p>		<p>Richard will be asked for assistance in revising the QAPIP.</p> <p>Gratiot CMH needs to identify a trigger for consumers to be included in the project (refer to pg. 27-32, CMHAMM Practice Guidelines).</p>	

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				<p>collection and training for individuals collecting the data.</p> <p><b>Ideas for new QISMC Project:</b></p> <ul style="list-style-type: none"> <li>• Jail Diversion</li> <li>• DD Services (use of ICAP)</li> <li>• Fiscal Intermediaries</li> <li>• Less restrictive Residential ( costs)</li> <li>• Level of Care Process</li> <li>• Coordinating Care – Targeted Education</li> </ul> <p>Project should focus on outcome measures that are already in place (ICAP, CAFAS). Liz will locate the descriptions of all current CMH projects and will bring to the next meeting for review for ideas.</p> <p>EQR Plan of Correction was distributed for review. The plan will be reviewed in detail at a retreat session. The plan is due 9/1/05.</p>		<p>Liz will bring current project descriptions to next meeting.</p>	
Customer Satisfaction Project				<p>The Residential portion of the project is currently being distributed.</p> <p>The Referral Source Letter has already gone out to most of the Affiliates referral sources. CEI is doing clean-up and will send the letter out.</p> <p>Closed Cases – Surveys are sending surveys to consumers closed to services during June, July and August.</p> <p><b>Reminder to complete the tracking form for closed cases to be submitted to Richard.</b></p>		<p>All Affiliates will submit a tracking form for closed cases to Richard.</p>	
Customer Services Grievance Form				<p>Contacts not related to an action will be logged.</p> <p>Threshold for use of the form - Any issue that is referred to the Customer Services Department.</p> <p>Supervisors will be training to offer a referral to Customer Services when problem solving a concern with a consumer.</p> <p>Sally will forward a draft procedure to Affiliates for review.</p> <p>Liz will send out the form currently being used by CEI to Affiliates for their use in logging issues. Affiliates will submit a quarterly summary of issues to Liz. Begin logging issues 10/1/05.</p> <p>Affiliates need to log appeals and grievances. A summary needs to be sent to Liz by 9/8. Liz will send a format to use.</p>		<p>Sally will forward draft customer service form procedure to team members.</p> <p>Liz will forward Customer Service Log to Affiliates.</p> <p>Affiliates send log Liz by 9/8/05. Liz – send format to use.</p>	

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<b>Topics Discussed</b>				<b>Discussion/Decisions</b>	<b>Action/Responsible Party</b>
Performance Indicators				<p>The final indicators for FY 05/06 have been received. Codebook – August 2005 (revised date 8/3/05).</p> <p>Susan has agreed to send out new methodologies for each of the indicators.</p> <p>A written process is required for all manual counts used to determine the number for an indicator.</p> <p>Liz will talk with Chuck to set-up a meeting with the IS workgroup to sort out reporting responsibilities – possible conference call.</p>	Liz will set-up a meeting with IS.
Notice Forms				<p>Liz will send out the forms for all Affiliates to use for Medicaid and Non-Medicaid consumers.</p> <p>The final procedure can be found on the web site under Medicaid Grievance/Appeals.</p>	Liz will send Medicaid and Non-Medicaid Notice forms.
Consumer Handbook DRAFT RR Booklet				<p>The draft booklet will be used as a starting point for a new consumer handbook. This project will be worked on during the upcoming 2 all day work sessions.</p> <p>The revisions required from EQR (appeals/grievances, standards for customer services, accommodations, freedom from restraint and seclusion, provider and out of network information) and the array of benefits will be added to the booklet. Possibly add the grid of services already developed through another workgroup.</p> <p>New areas of EQR review will also be added.</p> <p>The ACAC will be asked to review the final draft of the booklet.</p>	Workgroup to revise handbook.
Meeting Schedule				Meeting frequency will increase to two times per month. The next two meetings are scheduled on 9/9/05 (Gratiot) and 9/23/05 (Ionia), from 9 – 4.	
Topics for Next Agenda				Prioritize Projects Determine Workgroups	
Future Agenda Items				QI Plan – Needs to be taken to the PIHP Board on 10/10/05 Annual Report – Summary of annual activities.	
Next Meeting				9/9/05, Gratiot CMH @ 9 – 4.	