

CMHAMM
Work Group Meeting Minutes

<p>WORK GROUP NAME: Quality Improvement</p> <p>LOCATION: Ionia Co. CMH</p> <p>DATE: 5/4/06</p>	<p>PRESENT: (please bold note-taker)</p> <p>Paul Duff, CEI Fran Jozefowicz, CEI Liz Holcomb, CEI Pam Stants, CEI Lynn Charping, Gratiot Sally Culey, Ionia Susan Kilgore, Newaygo</p>	<p>cc: Work Group Members:</p> <p>Liz Holcomb, CEI Paul Duff, CEI Fran Jozefowicz, CEI Pamela Stants, CEI Lynn Charping, Gratiot Sally Culey, Ionia Chip Johnston, Manistee-Benzie Susan Kilgore, Newaygo Cindy Ingersoll, Newaygo</p>
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New, Follow-up, Ongoing	Topics Discussed	Discussion/Decisions	Action/ Responsible Party	Due Date	Status (complete, barrier to completion)
On-going	1) Review of Meeting Minutes from 4/21	1) Reviewed minutes from 4/21. <ul style="list-style-type: none"> • PIP#1: submit data to Liz in either format...submit copies of record review sheets, or aggregate data in format she sent previously. • Susan updated record review form with changes recommended from 4/21. 	Everyone: submit 1 st quarter PIP data to Liz. Susan: email record review tool, version 4/21/06, to everyone.	ASAP When available	
New	2) Customer Services	2) Customer Services reps were unable to meet with the QI Workgroup as originally planned. Will plan to meet with them on 7/7/06, as scheduled. <ul style="list-style-type: none"> • Reviewed 1st quarter FY06 Mystery Shopper data; there are some holes in the data where some of the CSRs were unable to complete the calls for the quarter. Discussed how this may be addressed. The CSR group's chair will be instructed that if there are problems with phone calls being made, she will notify her QI manager, who in turn will notify the QI manager at the relevant CMH to address the issue. 	Lynn: discuss procedure with Jana about reporting missing data.	ASAP	

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New	3) Customer Rep Job Description	<p>will finish this revision and submit to each of the CMHs. Print and use until state version is released.</p> <p>3) Discussed need to look at the role of the CSR. It seems that it has changed since the original AFP requirements. QI workgroup will work up a list of the minimal duties/expectations of the CSR position for discussion at the 6/1 meeting.</p>	<p>handbook to everyone.</p> <p>Everyone: bring copy of CSR job description and own list of minimal expectations; notify CSRs that this will be discussed at the next Advisory Committee Mtg</p> <p>Liz: discuss this at next Advisory Committee Mtg</p>	<p>6/1/06</p> <p>ASAP</p> <p>At next Advisory Meeting</p>	
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On-going	4) Satisfaction Survey Data	4) Richard Coelho has finished compiling the data and will report at our next meeting, 5/19, as well as discuss procedures for this year's survey.			
On-going	5) DCH Site Visit	5) Discussed preparations for DCH Site Visit: <ul style="list-style-type: none"> • Confirmed CMH contact info • Reviewed updated site visit schedule • Identified requirements for case records lists submission (submit only those lists for programs being reviewed; list by program/population/age; if in multiple programs, list in both.) • Residential site visit: will be former AIS homes • Crisis residential: will probably be self-run programs, therefore Bridges at CEI will probably be the only one visited. • Prescreens: clarified requirements; have them be recent; ensure complete documentation of second opinions and aftercare. Submit to Paul Duff. • Consumer interviews: will probably want to have their charts available. • Customer outreach and Prevention activities: do summary/collect info on activities • Drop In Center Contracts: send copy and attendance sheets • Jail Diversion: send complete info as listed • Coordination Agreements: send list of agreements and signature dates; MPCB minutes: send copy of 1 yr of minutes 	Records and Site Visits lists: submit to Fran Prescreens: Submit to Paul Fran to clarify questions as to why the difference in number of consumer interviews Outreach activities: submit to Liz DIC info: submit to Fran	5/8/06 5/19/06 5/19/06 5/19/06 5/19/06	

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		<ul style="list-style-type: none"> • Deaths/Sentinel Events: Liz will review and let us know if she needs additional information. • BMC: submit list of members and a couple sets of meeting minutes • LEP/Cultural Diversity; services for visually/hearing impaired submit procedures • CDST information: have available at own site • Volunteer files: have available at own site 	<p>Jail Diversion: send to Judi Cates</p> <p>Coord. Agreements/MP CB minutes: send to Andrew Hewat</p> <p>Liz: let us know if you need deaths/sentinel events info</p> <p>BMC info: send to Fran</p> <p>LEP/Cult. Diver: send to Liz</p>	<p>5/19/06</p> <p>5/19/06</p> <p>When determined</p> <p>5/19/06</p> <p>5/19/06</p>	
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<p>6) Other</p>	<p>6) Due to length of time to address agenda, the following are deferred to the next meeting:</p> <ul style="list-style-type: none"> • Record Reviews-secondary review process • QISMC projects-PIP #1 status of 1st qtr data; PIP #2 project description review • Sentinel Events/Critical Incident periodic report & review procedure • QI Plan Goal Review-Goal #1 • Compliance Issues • QI Issues <p>Note: Reports still due from Ionia and CEI on performance indicator data</p> <p>Annual Report to the Steering Committee is slated for the June meeting. Will ask to defer, as QI just reported in December.</p> <p>Susan distributed instructions for Record Review tool. Everyone can tweak and use at own site.</p>	<p>Ionia & CEI, submit</p>	<p>ASAP</p>	<p>Liz will talk to Debbie about deferring us to another date.</p>
<p>7) Next Meeting Dates</p>	<p>7) Next Meetings: Friday 5/19/06, 10a-1p at Ionia June: will have only 1 meeting due to DCH site visit; the 1 meeting will occur some time at the QI/IS/Finance Conference 6/1/ or 6/2 at Crystal Mountain.</p>			