

CMHAMM
Work Group Meeting Minutes

<p>WORK GROUP NAME: Quality Improvement</p> <p>LOCATION: Ionia Co. CMH</p> <p>DATE: 5/19/06</p>	<p>PRESENT: (please bold note-taker) Paul Duff, CEI Fran Jozefowicz, CEI Liz Holcomb, CEI Lynn Charping, Gratiot Sally Culey, Ionia Susan Kilgore, Newaygo</p> <p>Guests: Richard Coelho, PhD; Darren Lubbers, PhD, teleconference</p>	<p>cc: Work Group Members: 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)
Follow-Up	1) Customer Satisfaction Surveys	<p>1) Richard Coelho, CEI statistician, attended and presented on the results of the 2005 CMHAMM customer satisfaction surveys. Discussion ensued as to the findings. Overall, survey results, at first review, appear to be favorable. There are some issues related to the results of the closed case surveys, including the need to examine the seemingly low scores, as well as the need to examine our surveying methods for closed case surveys.</p> <p>Results to be reviewed by each affiliate for discussion at 7/7 meeting, at which time an action plans will be developed (for affiliation, and locally). Richard to present on surveys at September Steering Committee.</p> <p>Also reviewed instructions for implementing 2006 surveys, starting in August.</p>	<p>Everyone: Review survey results; be prepared to work on local & affiliate action plans</p> <p>Liz, get QI Workgroup on September agenda of Steering Committee</p>	<p>7/7/06</p> <p>7/7/06</p>	
Ongoing	2) DCH Site Visit Prep	<p>2) Reviewed updated site visit schedule.</p> <p>Interviews: Listing of selected interviewees was distributed. DCH will be looking to interview 1 deaf consumer per day at each CMH. If you do not have a deaf consumer in the identified program, let Fran know.</p> <p>Sentinel Events: PIHP needs our sentinel events from 10/1/05 to 5/1/06 for the site visit.</p>	<p>Everyone: submit sentinel events to Liz</p>	5/31/06	

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Ongoing	3) QISMC Project #2	<p>3) Teleconference with Darren Lubbers, coordinator for the co-occurring disorders integrated treatment project, who gave an update on the status of the project. The project is on schedule. Coordinating agencies have been invited to the table on this project, but have not as yet responded. QI workgroup will conference with Dr. Lubbers on a quarterly basis, and will share reports and numbers pulled.</p> <p>For next QI report to DCH, due in June, will be able to have:</p> <ul style="list-style-type: none"> • # consumers served MI and/or SA • # consumers identified as having a co-occurring disorder • Analysis (checklist?) of each CMH/site based on Dr. Lubbers program analysis of each 	-----	-----	
New	4) Record Reviews	<p>4) Quarter 2 data is out; too soon to identify if changes are being made from actions taken locally, as identified last quarter.</p> <p>Susan sent out via email the revised record review tool, as well as the guidelines for everyone to tweak and use locally.</p> <p>Discussed how each CMH is sending in a different number of reviews than the minimal originally identified. It was determined that after obtaining results of record reviews from the DCH site visit, the whole record review system will be looked at for revamping/revising for FY07.</p>	Everyone: to be working on local action plans	Ongoing	

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Follow-up	5) Report to Steering Committee	5) Deferred from June agenda. Planned for September, with results of satisfaction survey.	Liz to get QI & Richard Coelho on September Steering Committee	7/7/06	
On-going	6) Sentinel Events/ Critical Incidences	6) Question raised on reporting of incidences to the PIHP. Reporting should occur with individual incidences.	-----	-----	
Ongoing	7) QI Plan Goal Review 8) Compliance Issues 9) QI Issues	7, 8, 9) Deferred to next meeting.	-----	-----	
Follow-Up	10) Other	10) Performance Indicators: discussion on whether or not to include in data those services provided by CMH via contract with QHPs for the 1 st 20 visits. Also discussed issue of 14 y/o requesting services w/o parental consent; is it clarified how to contact minor confidentiality related to giving adequate notice? Is it ok to not give notice, but document why? Staff training issue.	Paul to clarify with DCH	6/1/06	
	11) Next Mtg	11) Next Meetings: 5/31 11a-1p at conference; 7/7 10a @ Gratiot			