

**CMHAMM**

Work Group Meeting Minutes

<p>WORK GROUP NAME: <u>QI/Compliance Work Group</u></p> <p>LOCATION OF MEETING: <u>CMHA-CEI</u></p> <p>DATE: <u>04-08-11</u></p>	<p>PRESENT AT MEETING: (please identify the note-taker*)</p> <p>Julie Barron (CEI)</p> <p>Lynn Charping (Gratiot)</p> <p>Sally Culey (Ionia)</p> <p>Paul Duff (CEI)</p> <p>*Debbie Heinze (Affiliation)</p> <p>Liz Holcomb (CEI)</p> <p>Cindy Ingersoll (Newaygo)</p> <p>Susan Kilgore (Newaygo)</p> <p>George Ott (Manistee-Benzie)</p> <p>Brenda Reeves (Gratiot)</p> <p>Kim Zimmerman (Affiliation)</p> <p>Stefanie Zin (CEI)</p>	<p>cc: Work Group Members (list names of members and CMHSP they represent)</p> <p>Julie Barron (CEI)</p> <p>Lynn Charping (Gratiot)</p> <p>Sally Culey (Ionia)</p> <p>Paul Duff (CEI)</p> <p>Liz Holcomb (CEI)</p> <p>Cindy Ingersoll (Newaygo)</p> <p>Susan Kilgore (Newaygo)</p> <p>George Ott (Manistee-Benzie)</p> <p>Brenda Reeves (Gratiot)</p> <p>Amy Taylor (Manistee-Benzie)</p> <p>Kim Zimmerman (Affiliation)</p> <p>Stefanie Zin (CEI)</p>
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Topics Discussed (identify the workgroup charge being discussed)	Discussion/Decisions (Provide details on member discussion and any decisions/recommendations being made)	Action To Be Taken/Responsible Party To Complete Action:	Due Date of Action:	Status (identify if charge is completed, in progress or if there are barriers to completing)
Agenda Format	The meeting was called to order at 9:10 AM by Kim.  Kim reviewed the draft agenda format for the Joint QI/Compliance work group meetings.	The draft format was approved for use by the group.	May 13, 2011	Complete
Access Standards	Kim stated Stefanie provided her with an access training curriculum which Kim revised. The group reviewed	Kim will make revisions and re-send via e-mail for final approval. Following approval, she will arrange		In progress

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<p>Waiting Lists (DCH Technical Advisory)</p> <p>Customer Service, Peer Support, &amp; Consumer Advisory Council Update</p>	<p>the slides, providing feedback. It was noted all staff are to receive the training with periodic refreshers if changes are made. It was suggested the final training be added to Essential Learning.</p> <p>Sally asked if any of the affiliates has a spreadsheet or data base set up to collect waiting list information.</p> <p>Julie reported the Customer Service representatives will meet June 16 at Gratiot CMH. The Mystery Shopper quarterly report will be sent out next week. Julie will be distributing information on the May Walk-A-Mile event soon. Several Advisory Council members attended the event with James Haveman as speaker, and have questions. The annual Advisory Council Recognition Dinner will be held May 5.</p>	<p>for implementation.</p> <p>Gratiot will share what they are using.</p> <p>The CSR's will request help from this work group to develop goals. The tracking sheet used for callers with concerns and issues will be brought to the next meeting for feedback. Toby and Kim will review the content of James Haveman's presentation with the Advisory Council at the June meeting. Julie will be co-assisting with PATH training at Sparrow</p>		<p>Pending</p> <p>Complete</p>

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Consumer Employment Standard	<p>Kim explained the new format that will be used for this year's Dinner. Becki West and Jennifer Stone-Glasby have attended the 4 day PATH training. The puppet show is available for presentation upon request.</p> <p>Sally expressed confusion regarding the DCH expectation that consumer competitive employment needs to increase.</p>	<p>Hospital. The puppet show will be done at Transitions North.</p> <p>Liz and Kim will ask Judy Webb or Kathy Haines to discuss the origin of the three year comparison data, and what the expectation will be.</p>		Pending
Review of 2011 QI Plan Goals	<p>The 2011 QI Plan was approved by the PIHP Board of Directors, and posted on the CMHAMM web site. The new goals have not been completed.</p>	<p>Goals will be worked on during the next meeting.</p>	May 13, 2011	In progress
Review of Performance Improvement Projects	<p>Liz asked if anyone had worked on the Peer Support Specialist contacts compared to the base line. Everyone indicated working on the project, but not completed.</p>	<p>The group will work together on this during the next meeting.</p>	May 13, 2011	In progress



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Next Meeting	competency measurement, and contract staff records. Liz requested Mental Health First Aid training be placed on a future meeting agenda.		May 13, 9:00 AM to 12 Noon, at CEI in Conference Rooms G-11 A & B	

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