

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>05-13-11</u></p>	<p>PRESENT AT MEETING: (please identify the note-taker*)</p> <p>Julie Barron (CEI)</p> <p>Toby Bayless (Affiliation)</p> <p>Lynn Charping (Gratiot)</p> <p>Paul Duff (CEI)</p> <p>*Debbie Heinze (Affiliation)</p> <p>Liz Holcomb (CEI)</p> <p>Susan Kilgore (Newaygo)</p> <p>Brenda Reeves (Gratiot)</p> <p>Amy Taylor (Centra Wellness)</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 (Centra Wellness)</p> <p>Brenda Reeves (Gratiot)</p> <p>Amy Taylor (Centra Wellness)</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)
Review Minutes & Agenda	The meeting was called to order at 9:20 AM by Kim. The April 8 meeting minutes were approved by consensus, and no revisions were made to the agenda.			Complete
QI Plan	Goals outlined in the 2011 QI Plan were reviewed.			Ongoing
Local QI Issues	Susan shared the changes	Stefanie will add the		In progress

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Affiliation Policy/Procedure Review	<p>made at Newaygo to the Adequate & Advanced notices. It was noted transfer of service doesn't require either notice. Stefanie reviewed the CEI Adequate notice, noting a movement to include the notices in the electronic clinical system as a separate tab. It was agreed to standardize the forms Affiliation-wide & add to the clinical system.</p> <p>None</p>	<p>Alternative Dispute Resolution language to the Adequate & Advanced notices, and will contact Tom Renwick. The notices will be sent out after revisions for final approval.</p>		
Performance Improvement Project	<p>Liz provided the Performance Improvement Project data for October 1, 2010 through March 31, 2011; the group discussed and compared to the previous year. The group analyzed possible barriers to increasing the number of peer contacts as well as interventions that could be</p>	<p>Kim will re-send the data on number of Peer Support contacts and the logic used to gather the numbers; affiliates are to review report back at the next meeting. Liz will talk with Maureen Moloney re: JIMHO, and continue discussion during the next meeting.</p>	<p>June 17, 2011</p>	<p>Ongoing</p>

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	<p>used going forward. Some of the interventions that have already been put into place are agencies increasing the number of peer support specialist FTE's. Agencies have also done training/education for peers on how to enter data into the system and how to properly code their encounters (including using the modifier) to ensure an accurate count. Some of the continued barriers are the need to have ongoing education and monitoring on data entry to ensure proper coding for an accurate count and the continued growing need for peer support services. There may be additional barriers such as having Peers assigned to specific teams which could limit their potential contacts to new consumers. We also may need to look at increasing</p>			

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Customer Service, Peer Support, & Consumer Advisory Council Update	<p>marketing/education about peer services as well as maximizing the hours available for peer services. Discussion ensued re: drop-in center documentation of activity. Causal barrier analysis is now started.</p> <p>Julie reported the addition of two new PSS's at CEI. Becki & Jennifer completed PATH training & will start Older Adult workshops. Becki & Julie have received the Vet to Vet program materials to begin running groups. Additionally Solutions for Wellness workshops will be starting. The Advisory Council Recognition Dinner was held May 5 with Donna Rose of CEI receiving the Andy Carlson Award. Anna Golliver is a new CSR at Newaygo CMH. The IPLT is working on producing an informational video. The</p>	Liz recommended the Mystery Shopper questions be taken to the State CSR group.		Complete

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Satisfaction Surveys	State Mystery Shopper program participation is down; next year questions will be reviewed and revised. Analysis and evaluation of the Affiliation satisfaction surveys is scheduled for the June meeting.	The June meeting time will be extended to ensure completion of the survey analysis and evaluation.	June 17, 2011	Pending
Consumer Handbook	Inventory is low on the Affiliation Consumer Handbooks. Modifications are needed for the next printing. It was noted Judy Webb suggested printing locally as needed as a Word document to contain cost and keep revisions current.			
Review of Audits	Kim stated the PIHP fall audit (UM/QI/Provider Network audit) info checklist is being compiled. Dates will be sent out soon for scheduling. Desk audits will be available. The DCH audit will be on site	All affiliates will send	June 1, 2011	Ongoing Pending

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Forest View	<p>at CEI June 6, 7 and 8. CMHSP's will be selecting their own files for the clinical record review. Please use the forms provided to conduct your own file review before choosing them to submit for the DCH audit. A trial run will be conducted one week prior to the audit to work out technical problems.</p> <p>Kim stated the UM reviewing meets requirements, but wants to look at others to see if improvements can be made. Kim is getting examples from other PIHP's as to how they are completing their UM reviews and monitoring.</p> <p>Stefanie reported the Director of Community Relations at Forest View is open to feedback on their services.</p>	<p>consumer file number info and name of contact person to Kim. Kim will arrange an exit review.</p> <p>Contact Kim with any feedback for further discussion.</p>		Ongoing

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Contract Negotiations	Kim reported MACMHB has collected information for contract negotiations. There is some confusion with communication whether the DCH information is being relayed via the MACMHB, or if the information is MACMHB's revisions for contact negotiations.			In progress
QAPIP Risk Analysis	Discussion was held regarding staff need to have training and tools to handle behavior in lieu of calling police. Conclusions are drawn from critical incident reporting data. Liz is serving on the work group dealing with this issue.	Liz will accept feedback to pass on to the work group; she will send out the newest version of the analysis.	May 18, 2011	Ongoing
Performance Indicator Analysis	Paul presented a new document format for quarterly review, noting CEO's will review quarterly also, looking at trending.	Liz requested including median as well as mean data, and also sending the analysis to the CA's.		Ongoing
Outcomes	Kim sent out outcomes for	The outcomes will be	June 17, 2011	Ongoing

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<p>Clinical Record Review Forms</p> <p>Critical Incidents</p> <p>Next Meeting</p>	<p>review.</p> <p>Paul requested feedback to pass on to IS.</p> <p>Paul suggested a review of critical incidents submitted to the State be added to the monthly agenda.</p>	<p>discussed during the next meeting.</p>	<p>June 17, 9:00 AM to 2:00 PM, at CEI in Conference Rooms G-11 A & B</p>	<p>Ongoing</p>