

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>06/17/11</u></p>	<p>PRESENT AT MEETING: (please identify the note-taker*)</p> <p>Julie Barron (CEI)</p> <p>Becki West (CEI)</p> <p>Lynn Charping (Gratiot)</p> <p>Paul Duff (CEI)</p> <p>Liz Holcomb (CEI)</p> <p>Susan Kilgore (Newaygo)</p> <p>Cindy Ingersoll (Newaygo)</p> <p>Amy Taylor (Centra Wellness)</p> <p>* Kim Zimmerman (Affiliation)</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 9:10 AM by Kim. The May 13 meeting minutes were approved by consensus. There was one revision to the agenda. Paul requested that the Critical incident reporting be tabled until the next meeting.	N/A	N/A	N/A
Customer Service, Peer Support, & Consumer Advisory Council Update	Becki West and Julie Barron gave an update today. They reviewed the Affiliation Consumer Advisory Council Summer bulletin today for approval. There were some minor revisions	QI/Compliance workgroup to look at CSR charge at next meeting.	Next QI/Compliance Meeting	In progress

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<p>Needs Assessment</p>	<p>suggested, such as adding the CMHAMM title to the first page. The Bulletin was approved, with revisions, for distribution. It was also suggested that the bulletin get sent to all staff and the Statewide Consumer Services Group.</p> <p>They also gave an update from the Affiliation Customer Services workgroup. The workgroup will be updating their Medicaid Provider manual information to be reflective of the most current version. The group also would like to have their workgroup charge from the QI workgroup updated. The QI workgroup will look at this at the next meeting.</p> <p>Richard Coehlo reviewed the Needs Assessment that he has been working on as a member of a statewide workgroup. He stated that next week the workgroup will decide on the final 2 questions to add to the assessment. Stakeholders from many different areas, such as primary health, dept. of health and human services, justice system, education, etc. are being asked for input. Richard stated that when the assessment is used, the results, down the road, should be able to be used for program improvement. The question was asked if training will be provided for the staff who will</p>	<p>If anyone has any questions, please contact Richard Coehlo.</p>	<p>Information only</p>	<p>Information only</p>

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2010 Satisfaction Surveys	<p>use the assessment. Richard stated that instructions will be completed on how to use it and that he will recommend to the workgroup that some kind of training be offered.</p> <p>Richard Coehlo reviewed the 2010 satisfaction surveys with the group. Richard is requesting that if anyone sees any inaccuracies in the reports, to please let him know as he will be sending out the revised copies within 10 days to all agencies.</p> <p>Newaygo also requested that the open and closed surveys not get sent out during the same month as some consumers then may get both.</p> <p>Richard also requested that we use the current forms that he sends out for the surveys. When we use the old forms, then the dates are wrong and other information may also be inaccurate.</p> <p>The following are some of the areas highlighted during the review today:</p> <ul style="list-style-type: none"> • Closed cases survey: <ul style="list-style-type: none"> ○ we were below the minimum set standard on several ○ 5% response rate ○ No surveys returned from Newaygo 	<p>Each CMHSP is to look at the results at their local agencies and with stakeholders. Quality improvement efforts need to be documented and reported back to the QI/Compliance Workgroup for discussion.</p> <p>Each CMHSP is to get a completed list of all contractors inclusive of email addresses and contact information.</p> <p>Each CMHSP will bring back ideas to for increasing the return rate of surveys to the next QI meeting.</p>	By next meeting date.	In progress

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	<p>or Gratiot...only 1 response from Centra Wellness</p> <ul style="list-style-type: none"> ○ Need to figure out more creative ways to get these surveys out to individuals and to get an increased return rate ○ Centra Wellness: Maybe a change in format and do a survey over the phone instead of by mail ○ It was also suggested that we could hand out the surveys during the last known session for the individuals... we could do this for a 3 month period of time so that the numbers of individuals are lower (volume is a concern for CEI...so could start with a lower number and not do 100%)...CSR's complete surveys by phone for those that are missed by clinician....NOTE: if we do phone calls, the option of being anonymous is no longer an option ○ It was recommended that each CMHSP have a discussion locally about different options for increasing the return rate and bring those ideas back to the next QI meeting 			

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	<ul style="list-style-type: none"> • Referral Source Surveys: <ul style="list-style-type: none"> ○ Make sure to look at the comments section ○ The results for this survey were in the acceptable range • Contractor Surveys: <ul style="list-style-type: none"> ○ We need to get our response rates increased ○ Ionia doing good with a 45% response rate ○ Idea: Make it a part of the contract to complete the annual surveys ○ Richard: this survey could be put online for completion....contractors could complete it on survey monkey ○ The group elected to try having the surveys completed online for the 2012 surveys ○ Each CMHSP is to get a completed list of all contractors inclusive of email addresses and contact information • Residential Surveys: <ul style="list-style-type: none"> ○ Note: when both the consumer and guardian responses fall below the set standard, that may be an indicator to take a closer look at the situation 			

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	<ul style="list-style-type: none"> ○ Idea: Have CSR’s go out to the residential homes and interview the consumers in person for the homes that scored low on residential satisfaction ● Open Cases: <ul style="list-style-type: none"> ○ 51% return rate (2332 consumers returned surveys) <p>Richard stated that overall things looked good with the surveys.</p> <p>We need to get better at follow up with results. We need to document better what follow up we do: phone calls, home visits, etc. We also need to report back to the Affiliation QI/Compliance Workgroup better on how we utilized the results to make quality improvement efforts.</p> <p>The next step: How do we disseminate the survey results?</p> <ul style="list-style-type: none"> ○ We will place them on the Affiliation website and each local CMHPS website ○ CMHSP also use the results in brochures and annual reports <p>Richard: Question to think about: Can the</p>			

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Coordination of Care	<p>Referral Source Surveys go online in the near future? Something to think about.</p> <p>Liz asked what topics we were interested in having presenters on for the next year. The following were the topics suggested:</p> <ul style="list-style-type: none"> ○ ADD/ADHD ○ Prescribing and managing psychotropic medications ○ Genetics and Impact on treatment ○ Identifying Depression and Treatment with Seniors 	Liz will follow up with locating/scheduling presenters.	Occur during this year	In progress
HSAG: PIP Project	<p>This was tabled until next meeting due to not all agencies being represented at today's meeting.</p> <p>For the next meeting each CMHSP is to have looked at the numbers reported for the first 2 quarters for accuracy. Each CMHSP is to also to continue discussions locally on ways to increase the number of peer support contacts so that we can continue our discussion at the next meeting.</p>	Causal/Barrier analysis discussion will occur during next meeting. Each agency is to look at numbers reported for accuracy and bring ideas for increasing contacts to next meeting.	Next meeting date.	In progress

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Review of Access Standards Training questions for Essential Learning	Kim reminded everyone that she sent out an email asking some questions on how the Access Standards training was to be used by each agency. Kim needs the responses back from each agency no later than Wednesday, June 22 nd . The responses are needed to complete the process of having a standardized training on Essential Learning.	Each CMHSP to respond to Kim's email by June 22 nd .	June 22, 2011	In progress
Review of Audits: (HSAG, DCH and PIHP)	Kim reported that we should have the final copy of the DCH follow up site review results within a few weeks and once received, she will send out the process for completing the plan of correction.	N/A	N/A	N/A
Local QI issues	None reported during today's meeting.	N/A	N/A	N/A
Next meeting date and time	Friday, July 8, 2011 9:00am to 12:00pm CEI CMH			