

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>10-14-11</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>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>George Ott (Centra Wellness)</p> <p>Becki West(CEI)</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>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 10:20 AM by Kim. The July 8 meeting minutes were approved by consensus, and there were no revisions to the agenda.			Complete
Consumer Advisory Bulletin	Becki distributed the Fall edition of the newsletter for review and approval. She	The Fall edition of the Consumer Advisory Bulletin was approved for		Complete

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Mystery Shopper & CSR Meetings	<p>noted future issues will contain a teaching/learning article, and expansion of the “Upcoming Events” section. Each affiliate will also be required to provide two submissions. Liz suggested including reports on events attended.</p> <p>Julie distributed the 4th Quarter Mystery Shopper report for review. Discussion ensued regarding site visit questions changing, and/or rotation of sites. Julie also noted light agendas for recent CSR meetings and wondered if the frequency of meetings needs to change.</p>	<p>distribution and posting on the Affiliation website.</p> <p>Kim and Liz will develop a new process with the CSR’s regarding the Mystery Shopper project. It was determined the CSR’s will begin meeting on an as needed basis.</p>		Ongoing
Performance Indicator Data Review	Paul reviewed the 2 nd Quarter Analysis of Performance Indicators, explaining the current process. Plans of Correction are now included in the report, and he hopes to have	Follow-up reports to Plans of Correction will be quarterly.		Ongoing

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Authorization of Services & Supports	<p>follow-up review of the Plans at future meetings. Discussion was held regarding the frequency of Plan follow-up reports. Paul stated he intends to trend data over a two year period.</p> <p>Kim identified the problem of authorized signatures not always in place on a timely basis to meet the standard. Liz stressed the importance of this during Fair Hearings to be able to defend decisions. Additionally, there are often time gaps in implementing new plans and/or addendums. It was noted that progress notes extending plans may not be acceptable in an audit. Stefanie felt including the addendum in the EMR may increase compliance.</p>	<p>Kim will discuss the authorized signature issue with Ellen Sugrue-Hyman during the next IPLT meeting and gather input from all affiliates. In response to Sally's request, Kim will work on a document listing the requirements for new plans and addendums.</p>		<p>Pending</p>
Performance Improvement Projects	<p>Kim has sent out October 1, 2010 through August 31, 2011 data for review; as</p>	<p>Sally will send out Ionia's fidelity scale to be looked at during the next meeting.</p>		<p>In Progress</p>

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<p>Next Meeting</p>	<p>agenda, and the Affiliation QI Plan will be reviewed and revised during the December meeting.</p>		<p>November 4, 9:00 AM to 12 Noon November 18, 9:00 AM to Noon</p>	