

**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>11-04-11</u></p>	<p>PRESENT AT MEETING: (please identify the note-taker*)</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>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>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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<b>Topics Discussed (identify the workgroup charge being discussed)</b>	<b>Discussion/Decisions (Provide details on member discussion and any decisions/recommendations being made)</b>	<b>Action To Be Taken/Responsible Party To Complete Action:</b>	<b>Due Date of Action:</b>	<b>Status (identify if charge is completed, in progress or if there are barriers to completing)</b>
<p>Review Minutes &amp; Agenda</p> <p>Customer Service, Peer Support, &amp; Consumer Advisory Council Update</p> <p>Medicaid Claims</p>	<p>The meeting was called to order at 9:10 AM by Kim.</p> <p>The July 8 meeting minutes were approved by consensus. There were no revisions to the agenda.</p> <p>Julie Barron was not present to report.</p> <p>Liz stated the Medicaid</p>	<p>The report will be</p>		<p>Complete</p> <p>Complete</p>

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Verification Report	Claims Verification report was reviewed, and any identified problems related back to the PCP plan.	highlighted as going beyond expectations.		
Critical Incidents/Event Reporting	Liz asked if any affiliates are working on the contract's risk monitoring requirement.	This item will be kept on the agenda to discuss collection processes & quarterly reporting. The CEI PIHP group will meet regarding what and when data will be collected, and where it will be reviewed. Kathleen from Gratiot CMH will send Kim their newly created database.		Ongoing
QISMC Projects Review	Liz reported 100+ are registered for the next Coordination of Care dinner. Paul requested questions be submitted in advance if possible. A discussion format is planned. It was noted only one pharmaceutical company is sponsoring, so funding is tight.	Questions will be received prior to, and during, the presentation via e-mail.	November 8, 2011	Pending

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Review of Performance Improvement Projects	Kim has reviewed the PI project with the PSS group and received good input from them. She noted several changes in the requirements re: PSS training/certification; these concerns have been discussed with Pam Werner, but there has been no action to date. Liz suggested taking the issue to the State Customer Service group for input/support at their December 7 meeting.	Liz and Kim will work on a causal/barrier analysis re: increasing the number of individuals receiving at least one contact from a peer support specialist. Kim will send the report out for input before finalizing it. Kim will share training/certification concerns with PAL's and MACMHB. Approval will be sought from Bob Sheehan to get Kim on the agenda for the December 7 State Customer Service group meeting.		Ongoing
Review of Audits	Kim announced the HSAG Compliance audit will be a half day phone conference on July 3. The HSAG Performance Validation audit will be scheduled in July after the rate information comes out. The DCH site review is February 22 through March 16.	Kim will send out the DCH Plan of Correction and begin collecting evidence.		Pending

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Affiliation Compliance Plan	Kim stated it is time for the annual review and revision of the Affiliation Compliance Plan. She has no recommendations for change.	Feedback on the Compliance Plan should be sent to Kim prior to her presentation of it to the PIHP Board in January.		Pending
Affiliation Satisfaction Surveys	Discussion occurred regarding follow-up on the findings re: satisfaction surveys. Liz is considering having the CSR's follow up with the AFC homes via phone calls.	The affiliates will take the findings to the various service teams and respective Boards.		Ongoing
QI/Compliance Outcomes	Kim shared the Thumb Alliance document, and explained its use. She forwarded it as an option to use. She noted DCH will list various measurement tools, but will not endorse any. Discussion was held re: focus. It was suggested asking the Affiliation Advisory Council and CSR's what is important to them to be measured in achieving recovery.	Cindy will share the West Michigan tool that is used by Newaygo. It was determined the focus will be on consumer driven life satisfaction areas. Kim will also take this issue to the Peer/Liaison groups for input.		Ongoing

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<p>Affiliation Consumer Handbook</p> <p>Next Meeting</p>	<p>Kim noted she has not revised the SD/PCP section of the handbook yet. The printing and distribution of the handbook was discussed. It was estimated 5,000 copies will be needed.</p>	<p>Stefanie will check with Becki West on the status of the handbook</p>	<p>November 18, 9:00 AM to 12 Noon</p>	<p>Pending</p>