

<p>Page 1 of 4</p> <p>Chair: Newaygo (Susan/Cindy) Notetaker: Susan Kilgore</p>	<p align="center">CMHAMM Work Group Meeting Minutes</p> <p align="center">Work Group: Quality Improvement</p> <p align="center">Date: 04/20/07 9:00am to Noon Location: Gratiot CMH</p>	<p>cc: Team members <input checked="" type="checkbox"/> = present <input checked="" type="checkbox"/> Liz Holcomb, CEI <input checked="" type="checkbox"/> Paul Duff, CEI <input type="checkbox"/> Pamela Stants, CEI <input checked="" type="checkbox"/> Stephanie Zin, CEI <input checked="" type="checkbox"/> Lynn Charing, Gratiot <input checked="" type="checkbox"/> Sally Culey, Ionia <input checked="" type="checkbox"/> Chip Johnston, Manistee-Benzie <input type="checkbox"/> Cindy Ingersoll, Newaygo <input checked="" type="checkbox"/> Susan Kilgore, Newaygo <input type="checkbox"/> Fran Jozefowicz, PIHP</p>
<p align="center">Topics Discussed</p>	<p align="center">MINUTES Discussion/Decisions</p>	<p align="center">Action/Responsible Party; Due Date; Status (complete or barriers)</p>
<p>1. Review & approve 3/16/07 minutes</p>	<p>The minutes as written were approved.</p>	<p>CEI (Fran/Liz) will ensure that they get posted on the CMHAMM website.</p>
<p>2. Review & approve today's agenda</p>	<p><i>Update on the Affiliation Customer Service Line was added (CHIP).</i></p>	
<p>3. Affiliation Meeting Rules <input checked="" type="checkbox"/> new <input type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<ul style="list-style-type: none"> • Proposed Rule (Toby/Bob)– "Each workgroup shall determine whether attendance is required at all meetings. If a workgroup determines attendance is required, then each CMH shall send a member or replacement to each meeting (either in person or via conferencing). Decisions shall not be delayed due to lack of attendance." • <i>It was concluded that this issue was identified already in our original charge and will remain the same for us. If a member cannot attend, no substitute will be sent instead, Due to the complexity of ongoing discussions it would be difficult for an occasional substitute to participate. We have utilized phone conferencing and rescheduling has not been an issue for us.</i> 	<p>1. Fran and/or Liz will notify Bob/Toby of our decision ASAP.</p>
<p>4. CSRs Support – Group Charge <input type="checkbox"/> new <input checked="" type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<ul style="list-style-type: none"> • <i>The CSR Charge revision was discussed with guest Kim Zimmerman providing feedback from the CSR's to us.</i> • <i>Wording for Item #4 was suggested to be changed to "participate in the development and implementation process..." and to add "familiarize selves with the manual and add local information as needed."</i> • <i>The QI Workgroup is the identified sponsor of the CSR's Work Charge and they will report their activities to this group.</i> • <i>Kim agreed to continue as the identified advisor/facilitator to the CSR's Workgroup.</i> • <i>The Customer Services Training Manual is to be used as a resource for all CSR's not just the consumer CSR's. These and other useful documents will be maintained on the Affiliation website and local websites for easy updates.</i> • <i>There was decision to have joint customer service training among the affiliates and Liz volunteered to head this up.</i> • <i>It was noted that "211" lines are being developed that address mental health resources and be available to the public much like "911" is used for other types of emergencies.</i> 	<ol style="list-style-type: none"> 1. Sally will update the Charge Form with the discussed changes and distribute to the QI Workgroup members, Kim and Toby. 2. Kim will bring the revised Charge Form back to the CSR's group for further discussion and implementation. 3. Liz will outline plans for the joint affiliation trainings and report back to the QI Workgroup.
<p>5. 6/2006 DCH Site Review CAP update <input type="checkbox"/> new <input checked="" type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<ul style="list-style-type: none"> • <i>Written updates had been sent to Fran by affiliate with receipt of no need for further action.</i> • <i>Liz questioned what are the affiliates doing in regards to staff TB testing requirements and cleaning of razors in provider homes. Affiliates have varying polices on TB testing for staff. Licensing has a requirement for every 3 years for provider staff.</i> 	<ol style="list-style-type: none"> 1. Liz will start on delegation policy reference re: TB tests. 2. Affiliate's to provide to Paul the additional evidence as DCH will be coming back June 7/8 to follow-up on these issues.

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	<p><i>Licensing also requires that consumer personal items not be shared with other consumers (razors, soap, etc)</i></p> <ul style="list-style-type: none"> • <i>Discussed a standardized policy for all vs. a delegated function from the PIHP. It will be a delegated function from the PIHP to the Affiliates.</i> • <i>Paul requested follow-up evidence for some of the Performance Indicators/Dimensions corrective action plans. Specifically,</i> <ul style="list-style-type: none"> <i>B.10.1.3 – Preadmission Screens - Coordination of Care for SA. – Paul</i> <i>B.10.1.5 – Second Opinion after denial of hospitalization (Manistee-Benzie)</i> <i>B.10.1.5 – Coordination of Care with PCP (Newaygo) Paul needs the pre-screening document and evidence of re-training.</i> <i>B.10.1.11 – Contacts for Aftercare Appointments – Gratiot, Manistee-Benzie and Newaygo</i> <p><i>Affiliates thought the above had already been sent to Fran or Liz. Paul requested the evidence also.</i></p>	
<p>6. HSAG Site Visit Update - Advanced Directives Progress <input type="checkbox"/> new <input checked="" type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<ul style="list-style-type: none"> • <i>#3.8 Advanced Directive Procedure: Has all been locally implemented.</i> • <i>PAD Letter/Brochures have been distributed to all open consumers:</i> • <i>The Consumer Handbook is in printing process</i> • <i>EQRO Desk Audit Update:</i> <ul style="list-style-type: none"> - <i>MADs – HSAG wants the MADS to have EQUAL emphasis in the brochure. These will have to be adjusted for that. Again, our role is to just inform consumers of the MADS & PADS, not assist or witness.</i> - <i>Local Appeals – clock starts with the first contact for 45 days. The log should note if it is oral or written appeal and an acknowledgment letter is to be sent within 5 days. Must send a disposition letter that identifies the start of the clock date and who made the decision including their credentials. Credentials should be appropriate to the incident. If denied, must state the reason why. Check your local processes.</i> 	<ol style="list-style-type: none"> 1. Who will revise the brochures? Pam? 2. Affiliates to ensure requested information is on their A & G logs and check local processes for compliance.

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<p>7. HSAG PIP Submission Form - QISMC Project #2 - Access - QISMC Project #1 - CoOfCare <input type="checkbox"/> new <input checked="" type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<ul style="list-style-type: none"> • <i>Project #2 - QISMC Access - Put this on agenda quarterly only when Paul indicates.</i> • <i>PIP 2007 Plan for HSAG Update – Take off agenda and address when Fran indicates.</i> • <i>Project #1 – Reminder that data for Q207 is due to Liz, Lynn.</i> • <i>Coordinated Care for Medicaid Beneficiaries</i> DCH Letter – Discussion of 3-19-07 letter from Janet Olszewski that indicates due to a paragraph addition to the DHS Assistance Application Form used by DHS and signed by consumers when applying (and annually for existing consumers) that they are consenting to the sharing of necessary information for use in managing and coordinating health care and benefits between health plans, programs and providers. This does include information re: HIV, ARC and AIDS and permits the sharing of clinical information necessary for MHPs and PIHP to coordinate the health care of Medicaid enrollees but NOT for SA programs that must adhere to 42, CFR Part 2. WHEW! So, we do not need ROI's to share this information except for SA. It was thought that probably we would still get them for the PCP's as it would be more difficult to figure out who did or didn't need them and everyone is used to getting them anyways. BUT, if we didn't have one, we know we can still share necessary information as per HIPPA and DHS, DCH. 	<ol style="list-style-type: none"> 1. Affiliates to submit the ACT QISMC quarterly data. But, we no longer need to submit the dual diagnosis numbers to Liz. 2. Affiliates to share the Coordination of Care letter locally with further explanation.
<p>8. Affiliation Satisfaction Surveys <input type="checkbox"/> new <input checked="" type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<ul style="list-style-type: none"> • <i>Local review of reports for removal of identifying info before posting to web: Report changes to Richard! These will be posted on the Internet!!!</i> • <i>Discussion of Reports for 2006 – Chip provided an excellent report of Manistee-Benzie interventions for consistently poor reports from Referral Source Surveys. They met with stakeholders twice for education regarding why we can't serve certain people. Established quarterly meetings with police, hospitals, DHS, Jails and Dispatch. Their CSR is visiting the foster care homes for assistance also. NICE job Chip!!! Ionia will report next.</i> 	<ol style="list-style-type: none"> 1. Affiliates to forward to Richard any survey reports changes that remove identifying information to individuals by mid-May. 2. Sally to report Ionia's QI interventions re: the Satisfaction Surveys in May.
<p>9. Record Review Tool and Guide - Implement for Quarter 3-07 <input type="checkbox"/> new <input checked="" type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<ul style="list-style-type: none"> ▪ <i>PADs item & scoring – clarification of a start time of implementation (April 1) for new adult consumers without guardians as this process is newly implemented.</i> ▪ <i>PCP (C.2.19) – goals & objectives required when: provision of any B3's</i> ▪ <i>Hab Waiver – documentation – duplication in form Susan reviewed the above items for clarification.</i> 	<ol style="list-style-type: none"> 1. Affiliates to share the information communication locally.

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<p>10. Record Review Data –Annual Review Data <input checked="" type="checkbox"/> new <input type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p>• FY06 Annual Data reviewed: <i>Data is useful for affiliates but not useful rolled up for CMHAMM use due to varying sample sizes.</i></p>	<p>Susan to put on agenda again for discussion and brainstorming.</p>
<p>11. DRA Procedure 1.5 <input type="checkbox"/> new <input checked="" type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p><i>CMHAMM policy is scheduled to go to the CEI Board in May.</i></p>	<p>Fran to report when completed.</p>
<p>12. Children’s Waiver Audit <input checked="" type="checkbox"/> new <input type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p><i>More information will be coming from Fran. Manistee-Benzie scheduled for May 1 and Newaygo May 2.</i></p>	<p>Fran will update at the next meeting.</p>
<p>13. CDSTP review results <input checked="" type="checkbox"/> new <input type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p>• <i>We still have no results back yet.</i></p>	<p>Liz will update when results are available.</p>
<p>14. Q1-07 Performance Indicators <input checked="" type="checkbox"/> new <input type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p>• <i>Performance Review</i> • <i>CAP’s – No issues identified!</i></p>	
<p>15. Local QI Issues for group discussion <input checked="" type="checkbox"/> new <input type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p><i>Susan shared that Newaygo participated in an audioconference provided by HCPro on Root Cause Analysis and it was excellent! She recommended it for others.</i></p>	
<p>16. Local Compliance Issues for group discussion <input checked="" type="checkbox"/> new <input type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p><i>None reported</i></p>	
<p>17. Next Meeting Dates/Times for May</p>	<p>Friday 5/4/07, 9a – Noon @ Ionia Friday 5/18/07, 1:30pm to 4:30pm @ Gratiot and attend the Consumer and Stakeholder Advisory Council Recognition Dinner in St. Louis</p>	