

<p>Page 1 of 3</p> <p><b>Chair: Newaygo (Susan/Cindy)</b> Notetaker: Lynn Charping</p>	<p style="text-align: center;"><b>CMHAMM</b> <b>Work Group Meeting Agenda</b></p> <p style="text-align: center;"><b>Work Group: Quality Improvement</b></p> <p style="text-align: center;"><b>Date: 06/22/07</b> <b>Location: Gratiot CMH</b></p>	<p><b>cc: Team members</b> <input checked="" type="checkbox"/> = present</p> <p><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 Charping, Gratiot  <input checked="" type="checkbox"/> Sally Culey, Ionia  <input checked="" type="checkbox"/> Chip Johnston, Manistee-Benzie  <input type="checkbox"/> Cindy Ingersoll, Newaygo  <input type="checkbox"/> Susan Kilgore, Newaygo  <input type="checkbox"/> Kim Zimmerman, PIHP</p>
<p style="text-align: center;"><b>Topics Discussed</b></p>	<p style="text-align: center;"><b>MINUTES</b> <b>Discussion/Decisions</b></p>	<p style="text-align: center;"><b>Action/Responsible Party; Due Date; Status (complete or barriers)</b></p>
<p><b>1. Review &amp; approve 5/31/07 minutes</b></p>	<p>Approved</p>	
<p><b>2. Review &amp; approve today's agenda</b></p>	<p>Defer #8 – Advisory Council Brochure</p>	
<p><b>3. June 7 &amp; 8/2007 DCH Site Review</b>  <input type="checkbox"/> new <input checked="" type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p>The group discussed the results of the June site-visit.</p> <p>Consumer Satisfaction – the reviewers will be looking for documentation at least 4x per year. A suggestion was made to add a question to the record review form. Action will be taken after the final report is received.</p> <p>Emergent Level of Care Review Form – The form was revised to address issues raised during the review. Five additional questions were added. The form will be reviewed at the next meeting after feedback is received.</p> <p>Affiliation Health and Safety Policy – Liz made revisions to the policy as needed to address the areas of tb, and health and safety issues from the 2005 review.</p>	<p>Stephanie will e-mail an example of compliant language for the amount, scope, and duration requirement of the PCP section.</p> <p>Affiliates will review the form and give feedback to Paul for revisions to be made if needed.</p> <p>Affiliates will forward any comments/suggestions regarding the policy to Liz.</p>
<p><b>4. HSAG Site Visit CAP Update</b>  <input type="checkbox"/> new <input checked="" type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p>The PIHP contested two areas. The PIHP was given full credit for having community agreements on-site.</p> <p>Lack of training for Advanced Directives was cited. No plan of correction is required for that area. The AD policy will be revised to include more general information on medical and psychiatric advanced directives (will include definitions). Each affiliate at a minimum will adhere to the Affiliation policy. The group discussed training for different target groups including community members (e.g. Board members, drop-in center). Cindy completed a draft training for the Essential Learning system.</p> <p>Access and Availability requirements will be addressed through on-going monitoring activities.</p> <p>Local Appeals – A standardized log to capture the required data needs to be developed for use by all affiliates. There were many different issues found in this area (e.g. credentials, inadequate explanation of reason for denial, etc.).</p> <p>Handbook Printing – 10,000 (good price break) books will be ordered and distributed to the affiliation. Consultative information from CARF re: requirements for code of ethics, seclusion and restraint was reviewed.</p>	<p>The PIHP and affiliates will review the draft AD training. Comments/suggestions will be directed to Cindy.</p> <p>Liz will develop a log format. The PIHP will review samples from each affiliate for monitoring purposes. Liz will e-mail draft appeal and grievance letters for implementation on 10/0/07.</p> <p>Stephanie will revise the draft handbook as needed to meet the CARF requirement.</p>
<p><b>5. Affiliation Satisfaction Surveys</b>  <input type="checkbox"/> new <input checked="" type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p>Gratiot CMH report on follow-up action taken for the 2006 Survey.</p>	<p>Newaygo CMH will report at the next QI Meeting.</p>

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	<p>2007 Survey: Residential – Discussion re: the inclusion of consumer id#s. The survey should be distributed beginning June 30, 2007. A suggestion was made to add consumer satisfaction to the agenda as a regular item through the end of the survey distribution.</p> <p>Closed Surveys – Begin distribution July 1, 2007.</p>	<p>Liz will ask Richard to remove the prompts for identifying information and to re-issue the forms.</p>
<p><b>6. Q2-07 Performance Indicators</b> <input checked="" type="checkbox"/> new <input type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p>No new updates on the CORSTAT#7</p>	
<p><b>7. Jail Diversion</b> <input checked="" type="checkbox"/> new <input type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p>Paul has been assign responsibility for PIHP monitoring. A suggestion was made for the QI work group to monitor jail diversion efforts.</p> <p>A new procedure was distributed.</p> <p>Data will be reported to DCH in September.</p> <p>Toby should authorize the addition of this responsibility to the group's charge.</p>	<p>Paul will facilitate securing Toby's authorization for monitoring by the QI work group.</p>
<p><b>8. Advisory Council Brochure</b> <input checked="" type="checkbox"/> new <input type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p>Review of Brochure Deferred</p> <p>Anti-stigma grant update – The Council would like to organize community education presentations to all levels of school age children (puppet shows, skits, etc.) Consumers can be trained to participate in the presentations. Each CMH will approve the presentations. A letter introducing the efforts of the Council has been written. A process for approval of grant materials/activities has been written and distributed to affiliates. Each CMH needs to identify a contact person. The Council has many concerns re: the status of the grant activities due to the absence of the grant coordinator.</p>	<p>Affiliates will identify a contact person for reporting grant activities. Liz will get an update from Toby and Kim.</p>
<p><b>9. Standards Group Access Guidelines</b> <input checked="" type="checkbox"/> new <input type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p>Discussion of proposed guidelines.</p>	
<p><b>10. Accreditation</b> <input checked="" type="checkbox"/> new <input type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p>Ionia and MB are due for reaccreditation in May 2008, CEI is due in June 2008. Gratiot CMH is accredited through June of 2008. Discussion re: pros and cons of accreditation.</p>	
<p><b>11. Customer Services Reps.</b> <input checked="" type="checkbox"/> new <input type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p>Discussion re: supervision issues of the CSR position. The Council and CSR work group are working on the roles of a CSR. Local boards have assigned varying duties according to the needs of the CMH.</p>	<p>The AFP section re: the CSR position will be reviewed at the next meeting.</p>
<p><b>12. Mystery Shopper Project Status</b> <input type="checkbox"/> new <input checked="" type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p>Level II Reviews – Will be implemented 10/1/07. The revised form and definitions will be presented to the QI work group in July.</p>	

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	<p>Level I calls will continue through 9/30/07.</p> <p>Regular reporting by the CSR group will be added to the QI agenda – to begin in September.</p>	
<p><b>13. Local QI Issues for Group Discussion</b> <input type="checkbox"/> new <input type="checkbox"/> follow-up <input checked="" type="checkbox"/> ongoing</p>	<p>None</p>	
<p><b>14. Local Compliance Issues for group discussion</b> <input checked="" type="checkbox"/> new <input type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p>None</p>	
<p><b>15. Other:</b> <input checked="" type="checkbox"/> new <input type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p>Kim Zimmerman will be a regular member of the QI work group.</p>	
<p><b>16. Next Meeting Date/Time for July</b></p>	<p>7/27/07 in Ionia @ 9:00</p>	