

<p>Page 1 of 3</p> <p><b>Chair: CEI (Paul Duff)</b> Note taker: Stefanie Zin</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><b>Date: 11/14/08</b> <b>Location: CEI</b> <b>11:15 a.m. to 1:15 p.m.</b></p>	<p><b>cc: Team members</b>  <input checked="" type="checkbox"/> = present  Liz Holcomb, CEI  X Paul Duff, CEI  Pamela Stants, CEI  X Stefanie Zin, CEI  X Lynn Charping, Gratiot  X Sally Culey, Ionia  X George Ott, Manistee-Benzie  X Maripat Allen, Manistee-B.  X Cindy Ingersoll, Newaygo  X Susan Kilgore, Newaygo  X 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. Introductions</b></p>	<p>Introductions were made as Maripat Allen will be working with George Ott.</p>	<p>N/A</p>
<p><b>2. Review &amp; approve 9/16/2008 minutes</b></p>	<p>There were a few agenda items from last time that needed to be clarified. Clarification was included during discussion of the agenda items.</p>	
<p><b>3. Review &amp; approve today's agenda</b></p>	<p>Add additional agenda item: QI Plan/Annual Report as we are not meeting again until January of 2009. Also, George was requesting that the Committee review some forms.</p>	<p>Sally</p>
<p><b>4. QI Workgroup Agenda Items Grid</b></p>	<p>The group reviewed the grid. Seemed to look fine. Paul and Stefanie will send it out electronically to members.</p>	<p>Paul and Stefanie</p>
<p><b>5. ARR Discussion</b></p>	<p>Liz indicated that she was in the process of drafting a procedure incorporating regarding the "Improving the Culture of the Systems of Care" and including the "Welcoming" and "Culture of Gentleness" components of the ARR. Current strategy is to keep things pretty vague for now and say that "we'll do it". Also remember that we have up to 5 years, so it may be enough to say that we have a plan. Paul agreed that it was best to keep things minimal. Sally and Lynn will be requesting an extension from Toby as they will not be able to have their components</p>	
<p><b>6. Clinical Record Review Process and any necessary revisions in response to the ARR</b></p>	<p><b>Discussion regarding the Clinical Record Review:</b> In terms of monitoring the 2 hour requirement for Home Based Services, it was noted that we don't really need this level of detail in the Clinical Record Review (CRR). Kim indicated that the Compliance Committee would identify how each CMHSP will monitor the 2 hour requirement.</p> <p>In terms of "trauma", Paul and Stefanie indicated that the CRR form will be updated to include the assessment of trauma. George noted that our normal clinical assessment process already includes the assessment of trauma as part of the complete psychosocial evaluation.</p> <p>It was noted that for several questions, there are multiple components. If even one element is not present, then it needs to be marked "No". The PIHP will need to provide guidance regarding what is submitted by the CMHSP. It was suggested that only the responses to the "core" elements be aggregated and forwarded to the PIHP.</p> <p>Paul also noted that the time-frames for completion of the CRR will be changed to mirror the Level of Care Reviews and the Performance Indicator data. He also noted that the number of reviews may increase as there are questions regarding whether or not the current volume is great enough to identify problems. The thought is to make it consistent with the Level of Care, i.e. 1 clinician per quarter rather 1 clinician per year. The same case will be pulled for LOC as well as CRR. George requested that the draft process be forwarded to him. It was noted that the CMHSP can choose their own cases for CRR and that it was just an idea</p>	<p>Paul and Stefanie</p>

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	to review the same chart for both.	
<b>7. Update on Electronic Level of Care Review Project</b>	Plan is to go live in January of 2009.	Paul
<b>8. HSAG Findings and Status of Plans of Correction (Including AD training and updates to the CMHAMM Consumer Handbook)</b>	The State never got back to Liz/Stefanie regarding the language to include in the consumer handbook with respect to Advance Directives. So, Liz lifted the language out of the BBA and now the handbook has been updated to include the required language and is currently at the printer. The Pamphlet still needs to be updated.	Liz/Stefanie
<b>9. Posting of Provider Qualifications and Consumer Satisfaction Survey results per the DCH plans of correction</b>	Will need to double check on this. Kim noted that she could post documents to the website.	Liz
<b>Standing Agenda Items:</b>		
<b>10. Review of Sentinel Events/Critical Incidents</b>	Need to revise the Sentinel Event Policy to include Critical Incidents to comply with the ARR response.	Liz and Stefanie to work on this
<b>11. Review of Satisfaction Survey Procedure</b>	It was thought that this agenda item should not be a standing agenda item, but instead be part of the QI Workgroup Agenda Items.	Paul and Stefanie to modify the workgroup agenda items document
<b>12. Local QI issues for group discussion</b>	None	N/A
<b>13. Additional agenda items:</b>	<p>QI Plan Update. Sally noted that the plan needs to be updated with what we have accomplished in 2008 and identify what the goals for 2009 will be. It was suggested that the QAPIP language be included in the 2009 Plan. The group discussed revisions and Sally volunteered to incorporate them into the plan and send it out for feedback. We also need to complete our Annual Report. We need one person to look back at our meeting minutes over the last year. Lynn indicated that she had the template and would forward it to Paul as it makes sense that the Chair of the group would prepare the Annual Report. The plan will be to have Cindy present at the January Steering Committee.</p> <p>The group also reviewed some forms presented by George Ott.</p>	Sally for the QI Plan and Paul/Stef for the QI Annual Report

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	<p>The purpose of the forms were to document periodic review of treatment goals as well as inclusion of consumer input.</p>	
<p><b>14. Next meeting</b> <b>Dates/Times</b> <b>2009</b></p>	<p><b>January 9, 2009 11:15 to 1:15.</b></p>	