

CMHAMM
Work Group Meeting Minutes

WORK GROUP NAME: <u>Quality Improvement</u>	PRESENT AT MEETING: (please identify the note-taker) Lynn Charping Susan Kilgore Sally Culey Kim Zimmerman Cindy Ingersoll Stefanie Zin Notetaker: Debbie Heinze <u>Guest(s):</u> Toby Bayless Julie Barron Richard Coelho	cc: Work Group Members (list names of members and CMHSP they represent) Kim Zimmerman (Affiliation) Paul Duff (CEI) Liz Holcomb (CEI) – Chairperson Stefanie Zin (CEI) Lynn Charping (Gratiot) Sally Culey (Ionia) George Ott (Manistee-Benzie) Cindy Ingersoll (Newaygo) Susan Kilgore (Newaygo)
LOCATION OF MEETING: <u>CMHA-CEI</u>		
DATE: <u>03-06-2009</u>		

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)
Approval of Minutes	It was agreed, by consensus, the minutes of the 01/09/09 meeting were correct as submitted.	No further action required	03/06/09	Approved
Agenda Review	Add: - CSR Update (Julie Barron)			Approved
CSR Update	Julie stated the CSR's are working out a meeting schedule. She reported on the local & State Mystery Shopper programs. Discussion ensued re: which telephone numbers should be submitted to the State to be shopped. Julie noted she is working with Stephanie Tighe on an anti-stigma grant.	The local Mystery Shopper 2 nd quarter report is due in April; Julie will return to the April meeting to report on the 1 st & 2 nd quarters. Work on the local Mystery Shopper will be suspended while the State Mystery Shopper program is in progress.		In progress

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		Stefanie will contact Sally Amos O’Neil to clarify which telephone numbers to submit.	03/16/09	
Work Group Minute Taking	Stefanie explained the recurring problem with missing meeting minutes & timeliness of submission. Kim requested the submission of January & June 2008 meeting minutes.	Debbie will record work group meeting minutes.	Effective March 2009	In progress
ARR Activity	Toby clarified expectations of the ARR work groups, and issued the submission timelines. He confirmed section #11 can be handled via e-mail.	<ul style="list-style-type: none"> - stakeholders will have increased involvement - all affiliates will come up to the level of the affiliate who has the most effective processes in place - Sally will send the crosswalk she developed between 	Work group information & CMHSP PPG’s will be submitted to Toby by 04/01/09. PPG’s will be	In progress

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		the PPG & ARR to Cindy & Toby	submitted to the State by 04/06/09. Toby will submit the ARR to the State 06/01/09 as a "working document".	
Satisfaction Surveys	Richard reviewed the 2008 satisfaction survey results. He noted the return response is low; there is a need to problem solve how to get a higher return rate.	<ul style="list-style-type: none"> - results will be published on the Affiliation web site - communicate to contractors how they can become involved, e.g., 		

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		training, QA - Residential providers will receive results via e-mail or US mail		
HSAG Review Items	Liz announced she has re-written the Recipient/Enrollee Rights procedure. She will also be revising the Recipient Rights procedure. HSAG requests a Behavior Management data analysis, so a procedure will be written to address this also. It was noted Behavior Management needs to be included in the QI Plan.	Review the procedures & give feedback to Liz. An addendum re: Behavior Management will be added to the QI plan, & will be presented to the Program & Planning Committee for approval; the Board meeting minutes will be used as evidence for HSAG.	ASAP 03/09/09	In progress
Coordination of Care Dinner Review		Table to next meeting, per Liz.	05/15/09	

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May Coordination of Care Seminar	Liz announced Dr. Homa will do an ADHD presentation 05/19, targeting the physicians in the audience. Liz hopes to promote conversation among the attendees as a networking effort at the time of the presentation. Susan noted difficulty in physician participation at Newaygo.	Liz recommended personal contact with physicians to request their attendance.		
Clinical Record Review Tool & Process Update		Table to next meeting, per Stefanie	05/15/09	
Review of Sentinel Events/Critical Incidents	Liz noted there was a sentinel event at CEI, which has put the home's license in jeopardy.	The State has been invited in on consultation.		In progress

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Next Meeting			05/15/09 CMHA-CEI G11-A&B	
Adjournment				The meeting adjourned at 1:50 PM.