

CMHAMM
Work Group Meeting Minutes

<p>WORK GROUP NAME: <u>Quality Improvement</u></p> <p>LOCATION OF MEETING: <u>CMHA-CEI</u></p> <p>DATE: <u>05-08-09</u></p>	<p>PRESENT AT MEETING: (please identify the note-taker)* Julie Barron, CMHA-CEI Paul Duff, CMHA-CEI Stefanie Zin, CMHA-CEI Lynn Charping, Gratiot Sally Culey, Ionia George Ott, Manistee-Benzie Cindy Ingersoll, Newaygo Susan Kilgore, Newaygo, Debbie Heinze, CMHAMM* Kim Zimmerman, CMHAMM</p> <p><u>Guest(s):</u></p>	<p>cc: Work Group Members (list names of members and CMHSP they represent) Julie Barron, CMHA-CEI Paul Duff, CMHA-CEI Liz Holcomb, CMHA-CEI Stefanie Zin, CMHA-CEI Lynn Charping, Gratiot Sally Culey, Ionia George Ott, Manistee-Benzie Cindy Ingersoll, Newaygo Susan Kilgore, Newaygo Kim Zimmerman, CMHAMM</p>
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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	The minutes of the January 9, 2009 meeting were reviewed.			Approved
Agenda Review	Julie requested the addition of Mystery Shopper & the Peer Support brochure.			Approved
Coordination of Care Dinners	Liz reviewed graphs & comments evaluating the April Coordination of Care dinner. She noted the audience was made up of social workers, nurses & doctors. Observation was made that doctors felt the presentation was too basic. The September presentation will be on "Obesity".	Future presentations will follow the Grand Rounds model in title & content to target the medical attendees. The order of the event will be changed to the dinner being served, followed by the presentation. Questions		Ongoing

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		and/or cases for the presenter to address will be solicited prior to the events.		
Sentinel Event Data	Liz reported the sentinel event data has been entered. Paul, as a member of the Statewide group on sentinel events & critical incidents, noted there is consideration of removing some of the criminal justice information.			Complete
HSAG Feedback on Local Appeals	Liz stated CEI's responses lacked the date of the decision, and Newaygo was cited for not sending a letter at the end of the appeal. In addition, HSAG prefers the development of a "case file" rather than a "clinical file". Kim was notified by HSAG that they disagree with CMHAMM's definition of a denial, which may	Corrections will be made. Kim will report to the group regarding the potential recommendation after receipt of the draft HSAG report.		Pending

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	result in a recommendation.			
Penetration Rates for Children's Services	Sally requested clarification on how to respond to the request on the penetration rate for children's services. Paul noted the State has expanded the eligibility criteria for children.	Liz will contact Joanne Holland to see if all data can be pulled from the PIHP for the report period October 1 – March 31.		Ongoing
Advance/Adequate Notice	Stefanie reported most of the meeting on the standardization of the advance/adequate notice was spent on discussion of the form.	Hopeful resolution will be reached during the next meeting.	07/2009	
Performance Indicators	Paul noted the Performance Indicator data must be monitored on a regular basis.	First Quarter review of indicators 2, 3, 4a, 4b & 12.		Ongoing

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Clinical Record Review	Paul announced the clinical record review data was put into a spreadsheet. The threshold was set at 90%	The data will be reviewed locally for action in areas below the threshold. The PIHP site review will check the local review processes.		Ongoing
Medicaid Claims	Paul is unsure why the Medicaid claims review is on the schedule at this time. The data has been submitted to Katy Hammack, but no reports have been seen.	A request was made for Katy to acknowledge receipt of the data.		Pending
PIHP Access Standards	Stefanie attended a State training on access standards; a draft document has been issued. The PIHP's will begin to be monitored Fall 2009.	The Affiliation QI work group will identify how to assure the affiliate sites are in compliance.		Ongoing
Mystery Shopper	Julie provided the Second Quarter information on the internal Mystery Shopper program. She explained the State model directs calling a	Liz will make Julie's concerns known to appropriate State staff.		Ongoing

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	selection of 12 out of 17 CMH's to call; Julie believes all CMH's should be called equally.			
Peer Support Services	Julie distributed two recently developed Peer Support Services brochures.			Complete
Updates	Julie reported the CSR's are reviewing the Medicaid manual, and compiling a scrapbook for viewing at the annual Recognition Dinner. She has also shown the Affiliation Consumer Advisory anti-stigma video at Waverly High School with good response.			
Next Meeting		Kim will issue notice of the next meeting date, time & location.	07/2009	

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