

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>0710-09</u></p>	<p>PRESENT AT MEETING: (please identify the note-taker*) 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 (via videoconference) Cindy Ingersoll, Newaygo Susan Kilgore, Newaygo (via videoconference) Kim Zimmerman, Affiliation <u>Guest(s):</u> Toby Bayless, Affiliation</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, Affiliation Jeanne Diver, MSSAC Sue Winter, NMSAS</p>
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Agenda Review	The following items were added to the agenda: <ul style="list-style-type: none"> • QI Report submissions (Paul) • Advanced Directive training (Lynn) • Web site preview (Kim) 			
QI Report Submissions	Paul distributed a list of reports that are currently submitted in regard to quality improvement.	Notify Paul of any additions to be made to the list.		Ongoing
QI Work Group Charge	Kim distributed copies of the last charge form which was developed October 25, 2005. Discussion ensued regarding revisions needed to finalize.	Kim will send out a draft for approval by work group members prior to presentation to the Steering Committee.	08-05-09	Completed
HSAG Plan of Correction	Liz reviewed the revisions made to the 2009 QI Plan in response to HSAG citations. In addition, procedures 3.2 & 4.2 were reviewed following	Andrew Hewat & a Human Resources representative will be invited to attend the	09-25-09	Ongoing

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	revisions. Discussion ensued.	next meeting to review the credentialing & qualification requirements for non-licensed providers.		
TSG Data Exchange Work Group	Paul reported the TSG Data Exchange work group has been working to change report forms & the reporting criteria.	Paul will keep the QI work group informed of progress.		Ongoing
Affiliation Clinical Record Review	Paul reviewed the comparison report of the Clinical Record Review data. It was noted there would be a need for a plan of correction, per the procedure. Discussion ensued regarding the low number of files reviewed by Manistee-Benzie, which was sanctioned by the CEO group. It was further noted the move to Affiliation-wide consistency in electronic records may result in more records being reviewed.	Toby was requested to take this issue to the CEO's again in regard to re-thinking the standard.	07-16-09	Ongoing

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	Stefanie reviewed the revisions made to the QI Clinical Record Review form. Paul stated this form will be added on to the electronic Level Of Care form.	The revised Clinical Record Review form will be implemented in the 4 th quarter.		Ongoing
2009 CARF Standard Requirements	Sally asked if the Medicaid Claims Verification process addresses Section 3.H –“when applicable, persons being served are receiving services that reflect billing . . .”	It was confirmed the process addresses the concern.		Complete
Performance Indicators	Paul reviewed the 2 nd quarter performance indicator data.			Complete
QISMC Project #1	Liz reviewed the QISMC Project #1 data, noting the information that is still needed, & received feedback from the group.	Liz will submit the data.	07-31-09	Complete

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QISMC Project #2	Liz reported the next dinner is September 8 with Dr. Parks as presenter. Her report distinguishes the type of groups attending, e.g., CMH staff, physicians, nurses, etc. Feedback has determined future focus will be toward the physician audience. Requests also have been made for a videoconference presentation. In addition, Sally suggested adding questions to the evaluation form to assist in planning future events.	Liz will provide telephone numbers to call during videoconferences to report technical difficulties.		Ongoing
Customer Service/Peer Support & Consumer Advisory Council Updates	Julie provided handouts of the Mystery Shopper Level II summary results and comments for the 3 rd quarter. She also announced a meeting of the Customer Service Representatives in August. Julie also reported the consumer Advisory Council is providing feedback regarding the ARR.			Ongoing

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PIHP Site Visit Preparation	Stefanie announced 100% of records will be reviewed.			Ongoing
DCH 2009 Ste Visit	Kim tabled to the next meeting the 2009 results and preparation for the 2010 full site review.		09-25-09	Ongoing
QI Presentation to Steering Committee	Lynn volunteered to present the new QI charge form to the Steering Committee at the meeting to be held at Gratiot CMH.		08-05-09	Ongoing
Review of Sentinel Events & Critical Incidents	None for review.			Complete

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Local QI Issues	Lynn reported the Gratiot CSR attended training in Kalamazoo on Advanced Directives. This training will be presented in Alma at the public library for up to 50 people.	Notify Lynn regarding attendance.	09-24-09, 9 AM to 3 PM	Ongoing
Next Meeting	The meeting adjourned at 2:10 PM. The next meeting will be September 25 at CMHA-CEI in Conference Rooms G-11 A & B.			