

CMHAMM
Work Group Meeting Minutes

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| <p>WORK GROUP NAME:</p> <p><u>Quality Improvement</u></p> | <p>PRESENT AT MEETING: (please identify the note-taker*)</p> <p>Julie Barron, 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 (via videoconference) Susan Kilgore, Newaygo (via videoconference) Kim Zimmerman, Affiliation Debbie Heinze, Affiliation*</p> <p><u>Guest(s):</u> Andrew Hewat, CMHA-CEI</p> | <p>cc: Work Group Members (list names of members and CMHSP they represent)</p> <p>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> |
| <p>LOCATION OF MEETING:</p> <p><u>CMHA-CEI</u></p> | | |
| <p>DATE:</p> <p><u>09-25-09</u></p> | | |

| 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) |
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| Agenda & Minutes Review | It was moved by Stefanie, and supported by Liz, to approve the minutes of the July 10 meeting; motion approved. The agenda was approved with no additions. | | | |
| HSAG Plan of Correction | <p>Liz stated HSAG requires credentialing of non-licensed contractors. Discussion ensued regarding areas to be checked. It was recommended following the HR guidelines.</p> <p>Kim distributed draft forms designed to track standing agenda items, and the goals & efforts related to the QI Plan. It was decided to use the standing agenda format with each CMHSP to report quarterly. The other form may be used as a working tool to capture all information to be recorded in the meeting minutes.</p> | <p>Andrew will draft language & send out for review prior to the November meeting, at which time it will be finalized.</p> <p>Kim will add "Review of QISMC", "Customer Service Report", & "Consumer Advisory Council Update" to the standing agenda format.</p> | <p>November work group meeting</p> <p>November work group meeting</p> | <p>Ongoing</p> <p>Completed</p> |

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| CMHAMM Bulletin 09-27 | Kim noted the bulletin number will change from 09-27 to 09-29, and will include clinical records, as well as level of care, reviews. | | | Completed |
| Coordination of Care Efforts | Liz reported 60+ attendees to the presentation by Dr. Parks, noting a higher than usual physician attendance. It was suggested future dinners begin at 6 PM, rather than 5:30 PM, & attendees would eat during the presentation. Several suggestions were made for future presentations. Liz stated the Eli Lilly Company will pay all costs and recruit physician attendance if there is an interest in round table discussions. This format can also be used at each affiliate site if desired. | Liz is working with the IS Department to resolve sound system problems and poor visual quality. Liz will get a list of speakers and topics available from the Eli Lilly Company representative. | December work group meeting. | Ongoing |

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| Satisfaction Surveys | Liz announced Richard Coelho is receiving completed surveys now; she asked to be notified if additional return envelopes were needed. Stefanie noted the handbooks have been received from the printer & will be distributed. | | | Ongoing |
| QI Plan Revision/ Annual Report | Sally gave a progress report. The group reviewed the current goals that were listed on Kim's draft HSAG tracking form, & added additional goals. | Sally will issue a first draft prior to the next meeting, & bring language for grievance data collection for discussion. | November work group meeting | Ongoing |
| Customer Service/Peer Support/ Consumer Advisory Council | Julie announced the new Advisory Council vice-chairperson is Michael Mackin from Manistee-Benzie; Kim McKenzie of Manistee-Benzie will be coordinating the Council's annual recognition dinner; and Toby Bayless is reviewing the ARR sections with the Council. Julie expressed concern that there has been no coordination of | | | Ongoing |

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| | <p>the anti-stigma presentations developed from the grant received by the Council. She stated the Council will be initiating a consumer bulletin quarterly.</p> <p>The CMHAMM Customer Service meetings will be held quarterly to accommodate participation. There is no new Mystery Shopper data to report. Julie participated in PATH training, & will begin the PATH program at Charter House on October 13 for 6 weeks. She also noted her call to CATA resulted in a new bench at the CEI bus stop.</p> | | | |
| Sentinel Events/ Critical Incidents | | Liz will be submitting the report. | October 31 | Pending |

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| Local QI Issues | <p>Susan reported Newaygo CMH received a request from the Medical Services Administration on specific clients for a full year's documentation.</p> <p>George reported the Manistee-Benzie Customer and Provider Services Director will be selected soon.</p> | <p>Susan will update as further information is available.</p> <p>George will report the selection.</p> | <p>November work group meeting</p> | Ongoing |
| Updates | <p>Kim is waiting for formal approval of the HSAG plan of correction; the DCH approval has been received.</p> <p>Sally announced the Performance Indicator report form is no longer required, but may be used internally.</p> | <p>Kim will continue to update status of approval.</p> | <p>November work group meeting</p> | |

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| Next Meeting | The meeting adjourned at 1:05 PM. The next meeting will be November 13 at CMHA-CEI in Conference Rooms G-11 A & B. | | | |