

**CMHAMM**

Work Group Meeting Minutes

<p>WORK GROUP NAME: <u>Quality Improvement Work Group</u></p> <p>LOCATION OF MEETING: <u>CMHA-CEI</u></p> <p>DATE: <u>January 22, 2010</u></p>	<p>PRESENT AT MEETING: (please identify the note-taker*)</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 Debbie Heinze, Affiliation*</p>	<p>cc: Work Group Members (list names of members and CMHSP they represent)</p> <p>Julie Barron, CMHA-CEI Paul Duff, CMHA-CEI (Chairperson) 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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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)
Agenda & Minutes Review	The minutes were approved by consensus. There were no additions to the agenda.			
Performance Improvement Projects	Liz reviewed the Coordination of Care information, noting Judy Webb stated at the conference it is best practice. George noted the Manistee-Benzie data needs to be revised regarding penetration rates for children. All			

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CARF Findings	<p>affiliates compared &amp; discussed a shift of population served in regards to children.</p> <p>Cindy reported on CARF's findings at Newaygo regarding surveys; "orientation" seems to relate to residential, "satisfaction surveys" were expecting more longitudinal surveys, &amp; also "medication utilization" surveys.</p>	Sally will contact the reviewer to find out how far out surveys are expected, and Richard Coelho will be invited to the March meeting.	March 12, 2010	Ongoing
Performance Indicators	Paul reported on the Performance Indicator data he had compiled for the year.			Ongoing
Credentialing & Re-credentialing	Stefanie distributed documents regarding the processes for credentialing & re-credentialing, and procedure 5.2. These are to ensure each affiliate Human Resources department is compliant.			Completed
Clinical Record Review	Paul reviewed & explained the Clinical Record data. He noted the electronic PCP will ensure completion. He stated the focus will be on the PCP & assessment areas over the next fiscal year.	Paul & Kim will draft new procedure language. The first quarter data is to be sent to Paul.	February 15, 2010	Ongoing

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Customer Service, Peer Support, & Consumer Advisory Council Update	Julie noted the Gratiot CMH report is missing due to staff illness. She stated the quarterly CSR meeting will be held in February. The Peer Support Specialists are working on health & money program presentations. A temporary employment program has started at CEI's Charter House. The Consumer Advisory Council bulletin that is issued quarterly is undergoing a name change to more accurately reflect its purpose. The Council will be judging consumer art submissions during their February meeting, and work on the Recognition Dinner continues.	Julie will bring the CSR's goals to the next QI work group meeting. Training will be provided to anyone interested in becoming a Peer Support Specialist.		Ongoing
Satisfaction Surveys	Liz announced the satisfaction surveys are moving along. She noted some programs delayed implementation, so the data will be compiled later.			Ongoing
Review of Sentinel Events/Critical Incidents	Liz received a call from Tom Renwick questioning the numbers submitted.	Liz will review the numbers.		Pending
Local QI Issues	Discussion was held regarding McLaren Health Plan contract consumers served	Gratiot's McLaren consumers are not to be reported in encounter		Complete

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<p>Review of Grievances &amp; Appeals</p> <p>QI Process &amp; Outcome Improvements</p>	<p>by Gratiot CMH being included in the encounter data.</p> <p>Discussion was held regarding the need for a PCP when a consumer receives limited services.</p> <p>Discussion was held regarding the process being added to the QAPIP on how each Medicaid Service Provider Agency will adopt and report outcome improvements. These improvements will be reported during the QI meetings on a minimum of a quarterly basis under this standing agenda item. Each member will have the opportunity to report on identified opportunities for improvement and the process that will be implemented as well as the outcomes from the process.</p>	<p>data.</p> <p>All consumers, with the exception of OBRA, need to receive a PCP.</p> <p>Tabled to next meeting.</p>	<p>March 12, 2010</p>	<p>Complete</p> <p>Pending</p> <p>Ongoing</p>

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Additional QI Items	<p>Each member gave a brief verbal review today of any improvement efforts occurring. Most of this information is captured in the annual 2009 report.</p>			
	<p>Paul explained the structure &amp; schedule of the CMHAMM Steering Committee. He noted work group reports will be given to the CEO's &amp; Steering Committee.</p> <p>George will chair the QI work group, effective with the next meeting.</p> <p>CEI is posting for two customer service positions in their Access department.</p> <p>Newaygo is working on the development of a common spreadsheet to avoid losing consumers in the transfer process.</p>		<p>March 3, 2010</p>	<p>Ongoing</p>
Next Meeting	The meeting adjourned at 3:25 PM.	The next meeting will be March 12, 2010 at CMHA-CEI.	<p>March 12, 2010</p>	<p>Complete</p> <p>Pending</p> <p>Pending</p>