

Community Mental Health Affiliation of Mid-Michigan

Workgroup Charge Form

This “charge” form is completed by the sponsoring body (the body that has the authority to give the workgroup the charge) and provided, via discussion and in writing, to the workgroup and / or workgroup facilitator prior to the initiation of their work.

1. Name of workgroup: **Affiliation Quality Improvement Workgroup**
2. Sponsors: **CMHAMM Executive Advisory Committee and the CMHAMM Steering Committee**
3. Advisor to the workgroup: **Toby Bayless (clarifies intent of sponsor)**
4. Date charge was given to the workgroup: **Update 10/25/05 (revised on 10/08/09)**
5. Issue(s) being addressed by workgroup:
 - **Development, implementation, monitoring and evaluation of Performance Improvement Projects (PIP)**
 - **Annual review, revision, and implementation of the Affiliation Quality Improvement Plan**
 - **MMBPIS performance monitoring**
 - **Revision of affiliation consumer handbook to meet accreditation, state and federal requirements**
 - **Update, review, and monitoring of Records Review process and forms across affiliation**
 - **Update, review, and monitoring of the Medicaid Claims Verification process across affiliation**
 - **Oversight and monitoring of the annual Customer Satisfaction Surveys, and evaluation and implementation of quality improvement recommendations**
 - **Oversight and monitoring of the Mystery Shopper Program conducted by the customer service representatives of each CMH**
 - **Develop and implement standardized grievance and appeals procedures across affiliation**
 - **Evaluate and assist with EQR readiness of the affiliation**
 - **Evaluate and assist with DCH site visit readiness of the affiliation**
 - **Evaluate and assist with PIHP annual UM/QI/Provider Network review**
 - **Review of sentinel events and critical incident reports**
6. Role of group (can be any one or a combination of the following):
 - X **Make recommendations to the sponsor relative to changes to be made**
 - X **Implement changes as determined by the group (subject to reporting and approval requirements set by sponsor)**
 - X **Monitor implementation**
7. Description of the end product expected of the group:
 - **Implementation of a PIP, meeting state and federal standards and submission of reports to PIHP and DCH**
 - **Annual QI Plan to present to Steering Committee and local Boards for acceptance**
 - **Individual CMH reports on MMBPIS outliers and recommendations for improvements to appropriate groups, as data suggests**
 - **Update consumer handbook meeting accreditation, state and federal requirements**
 - **Standardize Record Review process and forms and review for QI opportunities**
 - **Standardize Medicaid Claims Verification process and review for QI opportunities**

- **Collection of customer satisfaction survey data for analysis and review for QI opportunities and report to groups/individuals as necessary**
- **Collection of mystery shopper survey data for analysis and review for QI opportunities**
- **Monitoring of affiliation grievance and appeals policy and procedure and process**
- **Complete assigned Affiliation QI tasks resulting from EQR, DCH, and PIHP annual site reviews**
- **Quarterly status reports on QI plan implementation from each CMHSP and PIHP to be presented to governing bodies**
- **Review sentinel events and critical incident reports for QI opportunities**
- **Participation in ARR activities as assigned**

8. Format of end product (i.e., written plan, report, redesigned process, etc):

- **Written PIP, with analysis and reports**
- **Formal, written QI Plan and quarterly reports**
- **Written plans of correction on outliers from individual CMH on results of MMBPIS**
- **Affiliation Consumer Handbook**
- **Standardized Record Review & Medicaid Claims process**
- **Satisfaction Survey Data Report**
- **Mystery Shopper Data Report**
- **Written grievance and appeal policies and procedures, and standardized forms and practices**
- **EQR work plan specific to identified Affiliation QI issues**
- **DCH work plan specific to identified Affiliation QI issues**
- **PIHP work plan specific to identified Affiliation QI issues from UM/QI/Provider Network site review**

9. Workgroup calendar:

<u>Date</u>	<u>Event</u>	<u>To whom is it reported?</u>	<u>Purpose of Report</u>	
			Status	Approval
The QI workgroup will meet at least 6x/year (more when necessary) to meet stated outcomes. The meeting schedule tends to be every other month, but may vary based on timelines to complete tasks.	Recommendations based on end products	<ul style="list-style-type: none"> • IPLT and DAO (as needed/requested) • Steering Committee (at least annually) 	X	X

10. Scope of project:

- **To ensure compliance with State and Federal regulations regarding quality improvement and customer service policies, procedures, forms, practices, and activities.**
- **Identify opportunities for QI improvements and make recommendations to appropriate groups/individuals**

11. Facilitator of the workgroup (specification in charge is optional):

Facilitation of workgroup rotates among CMHSP members on a yearly basis

12. Stakeholders for this effort:
 Stakeholders include, at a minimum:
 those who will have to abide by or use the product of the group
 those who will be responsible for implementing the product of the group
13. Group size (optional): **At least one member from each Affiliate CMHSP. Stakeholders and others invited as appropriate. (stakeholder groups could include community representatives, SA Coordinating agencies, Qualified Health Plans, etc.)**
 Number of workgroup members should be no greater than: **At least one member from each Affiliate CMHSP. Stakeholders and others invited as appropriate.**
14. Method by which members will be selected: (chose one or more of the following)
Note: Involvement in a workgroup is contingent upon approval by the potential member's supervisor.
 Stakeholder groups select their representatives.

Name of member	Stakeholder group being represented	Manager / leader of stakeholder group
Lynn Charping	Gratiot Co. CMH	Carolyn Hilley
Liz Holcomb	CEI CMH	Bob Sheehan
Paul Duff	CEI CMH	Bob Sheehan
Stefanie Zin	CEI CMH	Bob Sheehan
Julie Barron	CEI CMH	Bob Sheehan
Sally Culey	Ionia CMH	Bob Lathers
George Ott	Manistee-Benzie CMH	Chip Johnston
Susan Kilgore	Newaygo CMH	Greg Snyder
Cindy Ingersoll	Newaygo CMH	Greg Snyder
Kim Zimmerman	Affiliation	Toby Bayless

15. Substitutes for workgroup members:
 Substitutes will be allowed to attend in the place of an absent member; if the substitute represents the same stakeholder group as the representative- this should be the **usual** option for a workgroup.
16. Roles and Responsibilities of key parties to workgroup effort: See Section B of this form.
17. Financial or other resource limits (specification in charge is optional)
 Product should require **one-time** expenditures no greater than \$_____.
 Product should require **on-going** expenditures no greater than \$_____ per year.
 To be proposed by group.
 Other resource limits:
- X-Staff time and travel for workgroup meetings required.**
X-Cost of development and printing of the consumer handbook.
X- Costs of materials and printing of QI related materials for tasks assigned
18. Limits to change in practice, procedure, or policy that can be recommended or implemented by group:

- **Provides recommendations on Affiliation QI related policies and procedures to Director of Affiliation Operations**
- **Provides recommendations on performance improvement projects for review and approval to governing bodies**
- **Collaborates and makes recommendations to the Affiliation Compliance Committee on CMH performance indicator monitoring and compliance monitoring activities.**
- **Makes recommendations to appropriate groups/individuals on changes/updates to the state and federal requirements**

19. Sources of guidance to be used by workgroup (i.e., statutes, regulations, policy, practice models, etc.)

- **BBA, 42 CFR**
- **EQR results and corrective action plan**
- **DCH Contracts**
- **DCH Site Visit results and corrective action plan**
- **CARF Accreditation standards**
- **Other Affiliations' policies, procedures, and other miscellaneous documents—reviewed used as possible models**
- **Mental Health Code**
- **Stakeholder groups**
- **PIHP annual UM/QI/Provider Network review and plan of correction**
- **Affiliation Strategic Plan**
- **DCH site review protocols**

Revised: 10/08/09