

CMHAMM
Work Group Meeting Minutes

<p>WORK GROUP NAME: Quality Improvement</p> <p>LOCATION: Crystal Mountain</p> <p>DATE: 10/11/06</p>	<p>PRESENT: (please bold note-taker)</p> <p>Paul Duff, CEI Liz Holcomb, CEI Stefanie Zin, CEI Lynn Charping, Gratiot Sally Culey, Ionia (via telephone) Chip Johnston, Manistee-Benzie Cindy Ingersoll, Newaygo Susan Kilgore, Newaygo (via telephone) Guest: Julie Baron, CEI CSR</p>	<p>cc: Work Group Members:</p> <p>Liz Holcomb, CEI Paul Duff, CEI Fran Jozefowicz, CEI Pamela Stants, CEI Stefanie Zin, CEI Lynn Charping, Gratiot Sally Culey, Ionia Chip Johnston, Manistee-Benzie Susan Kilgore, Newaygo Cindy Ingersoll, Newaygo</p>
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Follow-Up	1) DCH Site Visit Plan of Correction	1) Plan of correction completed and submitted to DCH. E.3.1. plan of correction is a typo and will be corrected. Items noted as affiliates doing quarterly reports will mostly be picked up by record review reports, or otherwise will be requested at a later date.	-----	-----	
Follow-Up	2) PIHP Site Visit	2) Site visits completed; visits went very well. Report to follow.	-----	-----	
Follow-Up	3) Customer Services Standards & Customer Services Handbook	<p>3) Standards: Meeting at conference today reviewed and answered some questions on the standards. A statewide workgroup will be put together to review and identify ways to implement. Still much variation on the intent of some of the standards.</p> <p>Judy Webb is reported to note that a dedicated 800 line needs to exist as answered by a live person answering as "customer services." Discussed ideas for whether to delegate this to affiliates or looking at it being a coordinated/joint effort. Chip suggested, and affiliates agreed, to pursue the possibility of the line being run through Manistee-Benzie's already existing service line. Chip will bring more info to the next meeting.</p> <p>Protocols to meet Customer Service Standards will be developed once a decision is made on how to handle this service.</p>	-Chip to bring info on the possibility of using M-B's phone service. -Affiliates discuss locally how this would work for them. -Stefanie to follow-up with	10/20/06	

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Reminder	4) Customer Satisfaction Surveys	4) Reminder that the Contractor and Referral Source surveys are currently in progress; the Open Cases surveys were to have started today.	Consumer Advisory Group for input. -----	-----	
Ongoing	5) QISMC Projects	5) Need update on co-occurring project within affiliation. HSAG will be sending a PIP submission letter on 11/10/06 for PIP submission by 12/15/06.	Liz will see about QI meeting teleconference with Darren Lubbers	10/20/06	
Ongoing	6) Record Reviews	6) Proposal that record review tool be revised to only include those items as cited by DCH site visit as deficiencies, for use by 1/1/07. Liz proposes that a re-look at the sample size be done...possible increase in sample needed.	Susan to work on draft of revised tool.	11/17/06 8/31/06	

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Ongoing	7) Performance Indicators	<p>7) Report on 3rd quarter indicators. Corrective action plans needed for the following: Indicator #1: No outliers Indicator #2: CEI DDA; Manistee-Benzie MIC; Mid-South Indicator #3: CEI DDA; Gratiot MIA; Mid-South Indicator #4: CEI children & adults; Mid-South Indicator #12: CEI adult; Newaygo children</p> <p>Noted that a revised codebook has come through 10/3/06. Changed death reporting to be for CMHSPs instead of just PIHPs. Also, Sentinel Event codebook is removed, as it is distributed separately now.</p> <p>Ionia raised a question related to the 14 days for ongoing service from assessment: Clarified that if a group is offered that is starting beyond the 14 day window, it is still an outlier and an alternative service needs to be offered.</p>	Get Plans of Corrections in to PIHP	ASAP	
New	8) QI Plan Review	8) Annual review to be done. Plan to review at next meeting, take revised plan to Steering Committee in November, and to PIHP Board in December.	Bring suggestions to next meeting.	10/20/06	
New	9) Compliance Plan Review	9) Annual review to be done. Plan to review at next meeting, take revised plan to Steering Committee in November, and to PIHP Board in December.	Bring suggestions and local report	10/20/06	

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Ongoing	10) Compliance Issues	None.	of activities to next meeting. -----	-----	
Ongoing	11) QI Issues	None.	----	---	
	12) Other	12) Question on who is following up with new state Credentialing/re-credentialing policy; this is being reviewed by the Affiliation Provider Network Management Workgroup.	-----	-----	
	13) Next Meetings	13) 10/20/06 at Gratiot; 11/3/06 at Ionia; 11/17/06 at Gratiot, possibly with CSRs. Meetings will be from 10a-1p.			