

**CMHAMM**  
Work Group Meeting Minutes

<p><b>WORK GROUP NAME:</b> Quality Improvement</p> <p><b>LOCATION:</b> Ionia CMH</p> <p><b>DATE:</b> 11/3/06</p>	<p><b>PRESENT:</b> (please <b>bold</b> note-taker)</p> <p>Paul Duff, CEI Liz Holcomb, CEI Fran Jozefowicz, CEI Stefanie Zin, CEI Lynn Charping, Gratiot <b>Sally Culey, Ionia</b> Cindy Ingersoll, Newaygo Susan Kilgore, Newaygo</p> <p><b>Guests:</b> Katherine Vanzwoll, CEI-IS staff</p>	<p><b>cc: Work Group Members:</b></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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New	1) Electronic Version of Level of Care Reviews	1) Katherine Vanzwoll, CEI IS staff, reported on a process for doing non-emergent level of care reviews electronically. Reviewed handout and discussed process. The process will be able to randomly select a case listing, as well as provide for helpful and immediate reports on results. It is hoped that at some point the emergent level of care reviews and the clinical record reviews will be done similarly. Get comments to Katherine as soon as possible.	Review with staff locally; send questions or comments to Katherine directly.	11/30/06	
Ongoing	2) QISMC Projects	2) Reviewed report to DCH. Project #1: Reviewed baseline and Q2 data. Discussed need to involve QHPs in process: a tentative meeting will be scheduled for February. Get your file review data for Q3 and Q4 in as soon as possible. Susan will share her data collection program. Project #2: Discussed need to further engage PCPs in strengthening their relations with CMH. Brainstormed and shared ideas. Everyone is to generate their ideas for the next few months of how they could do this locally.	-Liz to draft letter to PCP's/mental health staff on status of project -Susan to send out data collection program for others to consider/use -Everyone identify	11/30/06  11/30/06	
Follow-Up	3) Compliance Plan Update	3) Deferred to 11/17 meeting.		-----	

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Follow-Up	4) Record Review	<p>4) Reviewed FY06 data. Susan is working on revising the record review tool. Review tool will include primarily those things indicated as problem areas from the DCH site visit, as well as any requirements per CARF. She will do a report on the findings from the DCH site visit in comparison to the findings from our FY06 data. Record review guide will also be revised to correspond with the revised tool. Discussed local issues (timeliness of returns; monitoring that corrections are made, etc.) Also, need to look at our protocols, particularly sample size, for any needed revisions.</p>	Susan to report on findings from DCH site visit compared to QI workgroup record review 06 data; also will bring revised tool and guide.	11/17/06	
Ongoing	5) Compliance Issues	<p>5) In follow up on the issue of information obtained by CEI from 2 attorneys related to incident reports and death reports and what is considered discoverable: CEI will be delving further into this issue to determine the implications locally ad affiliation-wide before sharing this information further outside of their agency.</p>	-----	-----	
Ongoing	6) QI Issues	<p>6) MA Claims: reviewed PIHP report to DCH. Secondary reviews by PIHP show that CMHs are doing very well following protocols and in accuracy of data reviewed. Largest problem area continues to be related to lack of authorization in the PCP (due to no plan in place, plan expired, or missing in the plan). Inpatient &amp; crisis res in process.</p>	-----	-----	

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	7) Other	<p>7) -Changes in ACT regs: were shared at the Steering Committee. Be aware that they are effective 1/1/07 if accepted.</p> <p>-PIHP Secondary Review/Site Visit: Fran reported that overall the site visits went very well. Manistee Benzie and Ionia will be getting their final reports soon. It was noted that Plans of Corrections go to the PIHP Compliance Committee for review.</p> <p>-Customer Services Phone Line: Proposal to do this line through the Manistee-Benzie's current service was approved by the PIHP leadership, the Steering Committee, and by the Consumer &amp; Stakeholder Affiliation Advisory Council. Discussed steps to be taken to implement this by 1/1/07:</p> <ol style="list-style-type: none"> <li>1. determine mechanics of making the phone transfers work</li> <li>2. identify the people at each CMH who will be taking the transfers</li> <li>3. locally gather information that each of the phone workers will need to have available</li> <li>4. develop affiliation policy and procedure (to be delegated to the CSRs to draft; Liz will do a draft outline)</li> <li>5. Train involved staff; do pilot/practice runs.</li> </ol> <p>-Congrats <u>again</u> to Newaygo CMH for their perfect score on their DCH Recipient Rights review...for the 2<sup>nd</sup> time in a row!!! Very impressive!</p>	<p>-----</p> <p>-----</p>	<p>-----</p> <p>-----</p>	
			<p>-Liz do draft outline of procedure for CSRs</p> <p>-Meet with CSRs to review process and expectations.</p>	<p>11/17/06</p> <p>11/17/06</p>	

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	<p>8) Next Meetings</p>	<p>9) 11/17/06 at Gratiot, with CSRs, 10a-1p 11/30/06 at the QI/IS/Finance Conference, 5:30p (CEI will handle dinner arrangements) 12/15/06 at Ionia, 10a-1p. This is tentative. Will determine 11/30 if this meeting will be held.</p>			
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