

CMHAMM
Work Group Meeting Minutes

<p>WORK GROUP NAME: Quality Improvement</p> <p>LOCATION: ICCMH</p> <p>DATE: 12/15/06</p>	<p>PRESENT: (please bold note-taker)</p> <p>Paul Duff, CEI Liz Holcomb, CEI Fran Jozefowicz, CEI Stefanie Zin, CEI Sally Culey, Ionia Chip Johnston, Manistee-Benzie via phone Susan Kilgore, Newaygo</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) Deficit Reduction Act	1) Discussion on how staff and contractor training will occur. For contractors, a mailed letter will be sent...CEI contract administrator has drafted a letter. This will go out by the end of the month. Additional training/education will be offered at a later date with the revised Compliance Plan. Staff training will be via a notice of information prior to the end fo the month, followed by additional training, either via group or Essential Learning training, as available.	Sally t o email to QI group a staff notice to use. Provider Network Committee to ensure contractor training.	12/18/06	
Follow-up	2) HSAG Site Visit Results	2) Reviewed handout of results. CMHAMM is in the top 5 affiliations in the State who posted above-average scores across all categories of measures within the quality, timeliness, and access domains. Discussion on activities happening to prep for the March HSAG visit.	-----	-----	
Ongoing	3) Performance Indicators	3) Reviewed handout of Q4 data. The following are falling below the benchmarks and require corrective action: #1a Ionia #2a Gratiot MIA, #3a Ionia MIC; NOTE: This is the first quarter that MSSAC has been above the benchmark. Good job, MSSAC. #4a Ionia children; Manistee-Benzie Adults #4b MSSAC adult/child	Submit CAPs as required	-----	

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Ongoing	4) QISMC-new project	<p>#4c CEI adults #12, 6a Ionia children; Gratiot adults; Manistee-Benzie adults -3rd quarter corrective action plans: awaiting them yet from CEI and MSSAC. -First 20 visits: is currently being reported by us, but per Tom Renwick, QHP needs to report this. Difficulty pulling this out. Leave it in as it is, then will figure out how to do this. Currently this affects CEI and Gratiot.</p> <p>4) No additional information available yet from the State. Recommendation/preference from the QI workgroup is that CA data and small "n" issues be the focus.</p>	-----	-----	
Follow-Up	5) Record Review	5) Reviewed draft record review tool revisions, as drafted by Susan. Changes address issues identified by the last DCH site visit. Plan to implement for 3 rd quarter.	Get any additional comments to Susan for revisions	12/31/06	
Follow-Up	6) Customer services	6) -No Customer Services Rep report today. -Ad Hoc Committee: has met via email; reviewed handout from Liz on the areas identified for training for the Customer Services persons. Discussed details on the content on the training. Identified using CMHAMM website as a source of information for customer services.	Ad Hoc Committee to continue to work on this project.	-----	

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Follow-Up	7) QI Plan	7) QI Plan taken to PIHP Governing Body and got approved at the PIHP Board 12/14/06.	Implement locally	1/1/07	
Ongoing	8) Compliance Issues	8) None	-----	-----	
Ongoing	9) QI Issues	9) None	-----	-----	
Follow-Up	10) Compliance Plan Review	10) Review the Compliance Plan for revisions. Discussion ensued regarding "CMHAMM" vs "PIHP" and when to use each. Also, questions were raised regarding including Union information/collective bargaining in the CMHAMM Compliance Plan.	Fran will discuss the question of the Union info with Toby Bayless & Bob Sheehan.	12/31/06	
	11) Other	-Medicaid Claims CMHAMM report: let Sally know if you have other suggestions for changes. -Advance Notices: discussion and clarification that consumers must receive a notice at the time they agree to the PCP; so if they sign the PCP at the time of the meeting, they must get a notice. And if the services then do not get authorized by the supervisor, then the changes must be reviewed with the consumer, re-signed, and the another notice given.	-----	-----	

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	<p>12) Next Meeting Dates</p>	<p>Workgroup Chair: For 2007, the QI Workgroup will be chaired by Newaygo CMH. Susan and Cindy will co-chair.</p> <p>12) Next meeting dates: (Note permanent change in meeting time to accommodate those who also are involved with the UM Workgroup)</p> <p>Friday, 1/5/07, 9a-12p @ Gratiot Friday, 1/19/07, 9a-12p @ Ionia</p>			
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