

CMHAMM - Work Group Meeting Minutes

<p>WORK GROUP NAME: QI</p> <p>DATE: 1-05-07, 9am – Noon</p> <p>LOCATION: Gratiot CMH</p>	<p><u>PRESENT:</u> (please bold note-taker)</p> <p>Paul Duff, CEI; Liz Holcomb, CEI; Stefanie Zin, CEI; Lynn Charping, Gratiot; Sally Culey, Ionia; Chip Johnston, Manistee-Benzie; Cindy Ingersoll, Newaygo; Susan Kilgore, Newaygo; Fran Jozefowicz, PIHP</p> <p>Guests:</p>	<p><u>cc:</u> Work Group Members: Liz Holcomb, CEI; Paul Duff, CEI; Pamela Stants, CEI; Stefanie Zin, CEI; Lynn Charping, Gratiot; Sally Culey, Ionia; Chip Johnston, Manistee-Benzie Susan Kilgore, Newaygo; Cindy Ingersoll, Newaygo Fran Jozefowicz, PIHP</p>
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New, Follow-up, Ongoing	Topics Discussed	Discussion/Decisions	Action/Responsible Party	Due Date	Status (complete, barrier to completion)
1. ongoing	Mystery Shopper	Jana reports the first quarter report is not yet completed but will be ready for the next meeting. Mystery Shopper Phase 2 is implemented for trial with some sites. Not all sites have used the form. Info will be gathered and changes made with plans to implement during second quarter.	First quarter report and implementation of Phase 2 / CSRs	March 07	
2. ongoing	Review and revision of minutes	Approved			
3. ongoing	Review and approval of the agenda	Revisions made and agenda approved.			
4. ongoing	HSAG	<p>Advanced Directives –both medical and psychiatric- are hot topics. Will need to show movement toward full compliance. Need to standardize materials –approved use of medical advanced directives forms in existence; approved use of Geller/MDCH and Diane Baker psychiatric advanced directives. Forms will be on affiliation web site. Provide information at intake and annually. Provide information and direct to outside supports to complete. Liz will write the policy. Ask consumers to give us copies for our files. Modify PCP forms to include the provision of advanced directives to cover page.</p> <p>***February 1-07 Send out a letter brochure, and the MDCH form to all open consumers –copies in consumer records. Brochure to be created. CEI to ask consumer. Hand book needs up date and then release-CEI.</p> <p>Document staff training on advanced directives Policy and procedure reviewed and changes made. ISCAT out for review and changes. Discussed primary review of Medicaid claims verification.</p>	Liz to write policy	ASAP	

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5.	Ongoing	QISMC	Nothing new. Letter coming in February?		
6.	Ongoing	Compliance Plan	The union issue was discussed and compromise made. February it will go the the PIHP Board. Copies will be send out to spokes when approved.		
7.	Ongoing	Record Review	Tool not ready. Annual review of data discussed.		
8.	Ongoing	Customer Services Standards and Training	Liz and Lynn to get together		
9.	ongoing	QI plan	Ready for informational release and training.		
10.	Ongoing	Compliance	Spreadsheet coming from Fran with MDCH plans of correction. Update grid and send proofs.	Fran and Liz	March 07
10.	Ongoing	QI Issues	Plan of correction- suggest attaching to any data submissions that are out of compliance Next meeting January 19th 9a.m. to Noon	Susan to complete form revisions	Next meeting