

<p>Page 1 of 2</p> <p><b>Chair: Newaygo (Susan/Cindy)</b> Notetaker: Cindy Ingersoll</p>	<p style="text-align: center;"><b>CMHAMM</b> Work Group Meeting Minutes</p> <p style="text-align: center;"><b>Work Group: Quality Improvement</b></p> <p>Date: 02/02/07 9am to Noon (Noon to 12:30 = joint mtg with UM) Location: CEI (<i>Conference Room G11 A-B</i>)</p>	<p><b>cc: Team members</b></p> <p><input checked="" type="checkbox"/> = present</p> <p><input checked="" type="checkbox"/> Liz Holcomb, CEI  <input checked="" type="checkbox"/> Paul Duff, CEI  <input type="checkbox"/> Pamela Stants, CEI  <input checked="" type="checkbox"/> Stephanie Zin, CEI  <input type="checkbox"/> Lynn Charping, Gratiot  <input checked="" type="checkbox"/> Sally Culey, Ionia  <input checked="" type="checkbox"/> Chip Johnston, Manistee-Benzie  <input checked="" type="checkbox"/> Cindy Ingersoll, Newaygo  <input checked="" type="checkbox"/> Susan Kilgore, Newaygo  <input checked="" type="checkbox"/> Fran Jozefowicz, PIHP</p>
Topics Discussed	Discussion/Decisions	Action/Responsible Party; Due Date; Status (complete or barriers)
1. <b>Review &amp; approve 1/19/07 minutes</b>		Susan Kilgore
2. <b>Review &amp; approve today's agenda</b>		Susan Kilgore
3. <b>HSAG Site Visit Update - Advanced Directives Progress</b> <input type="checkbox"/> new <input checked="" type="checkbox"/> follow-up <input type="checkbox"/> ongoing	Liz will make changes to advanced directive procedure and generate letter to send out to consumers. Changes to include CMH staff boundaries and consumer responsibilities. When letter is received send out to all open consumers including the brochure. Forms for AD will be on web site.	Liz Holcomb
4. <b>HSAG PIP Submission Form - QISMC Access Project #2</b> <input type="checkbox"/> new <input checked="" type="checkbox"/> follow-up <input type="checkbox"/> ongoing	Submitted on time to DCH in HSAG-PIP format. Co-occurring data discussed. Liz to hold present data for future use. PIP to HSAG to be sent by 2-16. PIP 2007 plan- Paul is working with CAs to improve numbers. Should have quarterly timely.	Liz Holcomb, Paul Duff
5. <b>EQRO Update</b>	<p>Preparing for desk audit due 2-23. May need information from spokes. Geo mapping discussed. Andrew may come in at lunch to discuss mapping. Policies are written and will be shared. May need minutes or other proofs from spokes. Feb. 8<sup>th</sup> site visit. Spokes to be available by phone for questions. Standard 12-Paul may be calling for information.</p> <p>Handbook is done on all topics. Discussion ensued and many revisions were made. CEI will order copies for all boards. Susan to give link to QHP on DCH web site. Requested attractive cover page. Good Job!</p>	<p>Fran Jozefowicz, PIHP</p> <p>All-</p>
6. <b>QISMC Coordination of Care Project #1 Data</b> <input type="checkbox"/> new <input checked="" type="checkbox"/> follow-up <input type="checkbox"/> ongoing	<p>Quarterly reviewed showing slight trend upward for Project #1. CEI to offer CMEs to medical directors and family doctors. Invitations will go out to spokes to share.</p> <p>Discussed the Nick Filonow award. Would like to change it to Excellence in Coordination of Care and have winner at each board. Winner can't be contractor or staff of CMH.</p>	All
7. <b>Record Review Tool and Guide - Implement for Quarter 3-07</b> <input type="checkbox"/> new <input checked="" type="checkbox"/> follow-up <input type="checkbox"/> ongoing	Reviewed. Great Job Susan!! Discussed revisions and improvements for record review tool. Sally took the challenge?	Susan Kilgore
8. <b>Record Review Data –Annual Review Data</b> <input type="checkbox"/> new <input checked="" type="checkbox"/> follow-up <input type="checkbox"/> ongoing	Where is the data?	Susan Kilgore will follow-up with Lynn Henley
9. <b>CSRs Level II Mystery Shopper</b> <input type="checkbox"/> new <input checked="" type="checkbox"/> follow-up <input type="checkbox"/> ongoing	Agreed the CSRs need more support. QI representative will assist with guidance and direction. But who???	All

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<p><b>10. Affiliation Satisfaction Surveys</b> <input checked="" type="checkbox"/> new <input type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p>Reports for 2006 – distributed. Discussion to take place at the next meeting.</p>	<p>Liz Holcomb / Richard Coelho</p>
<p><b>11. Local QI Issues for group discussion</b> <input checked="" type="checkbox"/> new <input type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p>None</p>	<p>All</p>
<p><b>12. “Reconsideration” confusion</b></p>	<p>Agreed that we were all confused. It can be a reconsideration or second opinion.</p>	<p>Paul Duff</p>
<p><b>13. Local Compliance Issues for group discussion</b> <input checked="" type="checkbox"/> new <input type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p>March release data for spokes.</p>	<p>All</p>
<p><b>14. Next Meeting Dates/Times</b></p>	<p>Friday 2/16/07, 9a – Noon @ Ionia March 2, 2007 @ Gratiot</p>	<p>All</p>