

<p>Page 1 of 2</p> <p>Chair: Newaygo (Susan/Cindy) Notetaker: Cindy Ingersoll</p>	<p align="center">CMHAMM Work Group Meeting Minutes</p> <p align="center">Work Group: Quality Improvement</p> <p align="center">Date: 03/16/07 9:00am to 11:30am Location: Ionia CMH</p>	<p>cc: Team members <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 checked="" 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. Review & approve 2/02/07 minutes	Approved	
2. Review & approve today's agenda	No changes	
<p>3. HSAG Site Visit Update - Advanced Directives Progress <input type="checkbox"/> new <input checked="" type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<ul style="list-style-type: none"> • #3.8 Advanced Directive Procedure: <i>Approved and posted on CMHAMM website. Pamphlets made and distributed</i> • Progress on sending PAD Letter/Brochure to all open consumers: <i>Brochure printed and distributed to affiliates. . NCMH has their letters out to consumers. Ionia will do next week. Chip just receiving pamphlets today.</i> • Progress on Handbook Printing- Out for bids. Need 3 before contract can be done. • EQRO Desk Audit Update: Everything for HSAG is in to HSAG for review. Hard copies will be available during the site visit. Attend any part of the site visit by phone or in person 	<p>In process. Report status next meeting.</p> <p>Monitor status next meeting</p> <p>Out for bids</p> <p>Ready for visit</p>
<p>4. HSAG PIP Submission Form - QISMC Access Project #2 <input type="checkbox"/> new <input checked="" type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<ul style="list-style-type: none"> • QISMC Access Project #2 - <i>PIP Report sent to HSAG by 2/26/07 Everything is in good shape</i> • PIP 2007 Plan for HSAG Update – CA's notified and ready 	<p>Discuss next meeting and after site visit.</p>
<p>5. Affiliation Satisfaction Surveys <input checked="" type="checkbox"/> new <input type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<ul style="list-style-type: none"> • Discussion of Reports for 2006 – Review and discussion with Dr. Coelho. Summaries all look good. <p>The residential home feedback requires attention from a few counties. Closed files need some attention by boards, response rate up at around 11%, N is small. Answers were made by consumers and guardians. Could we or should we follow-up with phone calls to increase N. Answer is-all or nobody.</p> <p>Referral Sources suggest review of written feedback. M-B has instituted changes due to the preliminary reports handed out some time ago. Written report to be submitted by Chip next month.</p> <p>Contractors-Review written comments. N=103. Affiliation wide the response was good. Discussed removal of those answering "No experience" from N. Agreed.</p> <p>Open Cases-Satisfaction up substantially for affiliation with a 49% return rate. Review comments.</p> <p>General comments-Review for any changes-send to Richard. Discussed need for change so all surveys do not bunch up at the end of the year.</p> <ul style="list-style-type: none"> • October overlap (Susan) 	<p>Chip to submit report next month about efforts to change responses to this survey.</p> <p>Agreed to new survey schedule: Residential—June Closed cases-July, August, September</p>
<p>6. Record Review Tool and Guide - Implement for Quarter 3-07 <input type="checkbox"/> new <input checked="" type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<ul style="list-style-type: none"> • Follow-up feedback- - <i>Advanced Directives Criteria changed to documentation of offer of AD information at time of PCP.</i> <p><i>Review tool criteria will be changed to scoring if information was offered at consumer orientation effective on or after April 1, 2007 consumer</i></p>	<p>Susan will adjust current record review tool and guide and re-send to affiliates.</p>

<p>Page 2 of 2</p> <p>Chair: Newaygo (Susan/Cindy) Notetaker: Cindy Ingersoll</p>	<p align="center">CMHAMM Work Group Meeting Minutes</p> <p align="center">Work Group: Quality Improvement</p> <p align="center">Date: 03/16/07 9:00am to 11:30am Location: Ionia CMH</p>	<p>cc: Team members <input checked="" type="checkbox"/> = present <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 checked="" 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)
	<p><i>orientations. Scoring will be 2, 0 for Adult consumers without guardians. NA for other populations.</i></p>	
<p>7. Record Review Data –Annual Review Data <input checked="" type="checkbox"/> new <input type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p>• Feedback on Review of FY06 Annual Data: <i>What is the data telling us?</i></p>	<p>Add to next month</p>
<p>8. CSRs Level II Mystery Shopper <input type="checkbox"/> new <input checked="" type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p>• <i>Agreed the CSRs need more support. QI representative will assist with guidance and direction. Toby has assigned Kim Zimmerman to assist the CSRS. A clear charge is needed for the group and reconnection to the QI group which has been lost. Sally will develop the charge. Discussed the grants and the lack of clarity as to who is in charge and the progress being made, including Affiliation Consumer Advisory. Fran will follow-up with Kim Zimmerman to have CSRs write responsibilities as every place is different.</i></p>	<p>Fran to follow-up with Kim Zimmerman. Sally to write CSR charge. Follow-up at next meeting.</p>
<p>9. DRA Procedure 1.5 <input checked="" type="checkbox"/> new <input type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p>Fran shared policy/procedure for affiliation</p>	
<p>10. Children’s Waiver <input checked="" type="checkbox"/> new <input type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p>Fran pulling information together. Treating staff will need to attend review.</p>	<p>More info next meeting.</p>
<p>11. CDSTP review results <input checked="" type="checkbox"/> new <input type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p>Next month</p>	<p>Lynn Charping – 10 min</p>
<p>12. Q1-07 Performance Indicators <input checked="" type="checkbox"/> new <input type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p>• Performance Review- in and reviewed • CAP’s</p>	<p>Next meeting</p>
<p>13. Local QI Issues for group discussion <input checked="" type="checkbox"/> new <input type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p>Appeal logs to be submitted quarterly to Liz</p>	
<p>14. Local Compliance Issues for group discussion <input checked="" type="checkbox"/> new <input type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>		<p>Next meeting</p>
<p>15. Next Meeting Dates/Times</p>	<p>Friday 4/6/07, 9a – Noon @ Gratiot CANCEL Friday 4/20/07, 9a – Noon @ Gratiot</p>	
<p>Reminder: Data FYI only QISMC CoC Project #1</p>	<p><i>Current quarter data is due to Liz by Mid April!</i></p>	