

<p>Page 1 of 3</p> <p>Chair: Newaygo (Susan/Cindy) Notetaker: Sally Culey</p>	<p align="center">CMHAMM Work Group Meeting Agenda</p> <p align="center">Work Group: Quality Improvement</p> <p align="center">Date: 05/04/07 9:00am to Noon 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 type="checkbox"/> Cindy Ingersoll, Newaygo <input type="checkbox"/> Susan Kilgore, Newaygo <input checked="" type="checkbox"/> Fran Jozefowicz, PIHP</p>
<p align="center">Topics Discussed</p>	<p align="center">MINUTES Discussion/Decisions</p>	<p align="center">Action/Responsible Party; Due Date; Status (complete or barriers)</p>
<p>1. Review & approve 4/20/07 minutes</p>	<p>The minutes were approved as written</p>	
<p>2. Review & approve today's agenda</p>	<p>Additions to the agenda: Review of Advisory Council information; The Standards Group Access Guidelines</p>	
<p>3. CSRs Support – Group Charge <input type="checkbox"/> new <input type="checkbox"/> follow-up <input checked="" type="checkbox"/> ongoing</p>	<ul style="list-style-type: none"> • Update on Form: Sally yet to complete and distribute • Affiliation Training Outline: Deferred to next meeting 	<p>-Sally to complete charge form. -Liz to report on training at next QI meeting.</p>
<p>4. 6/2006 DCH Site Review CAP update <input type="checkbox"/> new <input checked="" type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<ul style="list-style-type: none"> • Update on proposed Delegation Policy for TB tests: Discussion and decision to delegate to CMHs to set own TB test requirements for staff and contractors. • Update on "Body of Evidence": Discussion on what will be required for pre-admission screens. <p>Discussed upcoming site visit. Uncertain why DCH will be reviewing files from services they did not review at their visit last year. Fran will keep everyone updated on any new information. Will also need to work out issues related to electronic record access from CEI.</p> <p>Discussion on the August 2006 draft of DCH protocols; uncertain yet if these have been finalized. As far as known, the old protocols are still in use.</p>	<p>-Everyone submit Health & Safety policies and procedures to Liz; Liz to write a generic minimum allowed procedure. Each CMH to have their own. -Paul to send out email on requirements for evidence relate to pre-admission screening -Everyone check grid that Fran sent out to ensure accuracy.</p>
<p>5. HSAG Site Visit CAP Update <input type="checkbox"/> new <input checked="" type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p>Discussed results from the DRAFT findings report from HSAG. The PIHP will be commenting and contesting some of the findings in 2 areas</p> <ol style="list-style-type: none"> 1) Coordination of Care: HSAG noted that QHP agreements were not on site. Agreements are on site, but HSAG did not ask for them/about them. 2) Advance Directives: Cited for not having CMHSP policy/procedures, per PIHP procedure, but HSAG did not ask for them. Also cited for not doing staff training on Advance Directives, but sign-in sheets & other info on staff training was offered to the reviewers. <p>Discussed current policy/procedures on advance directives. Decision to have 2 separate ones... one for medical and one for psychiatric.</p> <ul style="list-style-type: none"> • Update on revisions to brochure to balance MAD/PAD information.: Revisions will be made to the brochure for the next printing to ensure a balance of both medical and psychiatric advance directives. • Progress on Handbook Printing: PIHP is working with the printer on final designs. • Local Appeals & Grievances Directives: Discussed findings; appeals and grievances are missing some information, including: needing to note if the 	<p>-Liz will work on updating affiliation policy/procedure on Advance Directives, having 2—one for medical and one for psychiatric.</p> <p>-CMHSPs to maintain their own procedures as well.</p> <p>-Brochure will be updated to include both medical and psychiatric advance directive information.</p> <p>-Provide and maintain proof of staff training on advance directives.</p> <p>-Liz will work on revision of the Appeals & Grievances procedure.</p>

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	<p>complaint is oral or written, putting name and credentials in letter noting who reviewed the appeal, and ensuring it is an appropriately credentialed staff; 45 day time frame for notice of findings to go out; stating reason for a denial in the letter, as well as opportunity for further appeal, etc.</p>	
<p>6. Affiliation Satisfaction Surveys <input type="checkbox"/> new <input checked="" type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<ul style="list-style-type: none"> Local review of reports for removal of identifying info before posting to web: Reminder—these are due to Richard today. Discussion of Reports for 2006 – Local follow-up reports (Ionia): Deferred to next meeting. 	<p>-Everyone submit final revisions to Richard at CEI by the end of the day today.</p> <p>-Sally to report at next meeting.</p>
<p>7. Children’s Waiver Audit <input type="checkbox"/> new <input checked="" type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<ul style="list-style-type: none"> Audit Information review: Audit was completed on 5/4/07 with a home site visit and the exit conference. Discussed some of the issues with the coordination of the audit. 	
<p>8. CDSTP review results <input type="checkbox"/> new <input checked="" type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<ul style="list-style-type: none"> Information review: Lynn reported on citation Gratiot received regarding collecting satisfaction of children’s emergency services; GCCMH has implemented a survey process. 	
<p>9. Q2-07 Performance Indicators <input checked="" type="checkbox"/> new <input type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<ul style="list-style-type: none"> Sentinel Events Reporting – format to be in QI demographic file. Does anyone have the format?: Discussed changes to reporting, per the DCH contract, for FY07, which has not yet been implemented as DCH has not yet finalized the reporting changes. Discussed changes, particularly related to arrests & convictions which will not be reported, but jail diversion information will be. 	<p>-Sally to find draft report and submit to QI workgroup members.</p>
<p>10. Local QI Issues for group discussion <input checked="" type="checkbox"/> new <input type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p>None</p>	
<p>11. Local Compliance Issues for group discussion <input checked="" type="checkbox"/> new <input type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<ul style="list-style-type: none"> -Paul reported that corrective action reports are still due from CEI. -Stefanie reported CEI’s leadership training process as it currently includes a component of compliance training for managers, which has been well received. 	<p>-Stefanie will check on sharing the compliance training PowerPoint presentation with QI workgroup members.</p>
<p>12. Other <u>Review of Advisory Council information; The Standards Group Access Guidelines</u> <input checked="" type="checkbox"/> new <input type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<ul style="list-style-type: none"> -Review of Advisory Council information: 1) Reviewed committee brochure and made suggestions for revisions; 2) Reviewed Mystery Shopper report; recommend meeting with CSRs again about status of Mystery Shopper project. 3) Reviewed draft letter to schools about presenting the puppet show related to the Anti-Stigma grant. Questions arose regarding status of grant and coordination of activities under the grant, and the need to have a staff from each CMH connected to the project for dissemination of information. -The Standards Group Access Guidelines: discussion 	<p>-Liz and Stefanie will take brochure back to the advisory council.</p> <p>-Arrange for CSRs at a next meeting to discuss Mystery Shopper.</p> <p>-Liz to take letter to schools back to Kim Zimmerman to discuss the Advisory Council and CMH involvement and coordination of the grant.</p>

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	<p>on this draft document; some within the affiliation are already discussing impact and noting questions. QI Workgroup recommends that there be formal feedback given on the document from the PIHP/CMHSPs.</p>	<p>-Paul/Liz to note QI Workgroup's recommendations to the PIHP Compliance Committee.</p>
<p>13. Next Meeting Dates/Times for May</p>	<p>Friday 5/17/07, 1:30pm-4:30pm @ Gratiot, prior to Advisory Council dinner Thursday 5/31/07, 3:15pm @ conference at Crystal Mountain Friday, 6/22/07, 9:00am-12:00noon @ Gratiot</p>	