

<p>Page 1 of 3</p> <p>Chair: Newaygo (Susan/Cindy) Note taker: Stefanie/Liz</p>	<p align="center">CMHAMM Work Group Meeting Minutes</p> <p align="center">Work Group: Quality Improvement</p> <p align="center">Date: 07/27/07 9:00am Location: Ionia CMH</p>	<p>cc: Team members <input checked="" type="checkbox"/> = present X Liz Holcomb, CEI X Paul Duff, CEI X Pamela Stants, CEI X Stephanie Zin, CEI X Lynn Charping, Gratiot X Sally Culey, Ionia X Chip Johnston, Manistee-Benzie X Cindy Ingersoll, Newaygo X Susan Kilgore, Newaygo X Kim Zimmerman, PIHP</p>
<p align="center">Topics Discussed</p>	<p align="center">Agenda Discussion/Decisions</p>	<p align="center">Action/Responsible Party; Due Date; Status (complete or barriers)</p>
<p>1. Review & approve 06/22/07 minutes</p>		<p>Reviewed and approved.</p>
<p>2. Review & approve today's agenda</p>		<p>Reviewed and approved</p>
<p>3. June 7 & 8/2007 DCH Site Review <input type="checkbox"/> new <input checked="" type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p>Emergent Level of Care Review Form Feedback</p> <p>Affiliation Health and Safety Policy Feedback</p> <p>Amount, scope, and duration requirement of the PCP section Feedback</p> <p>2007 Protocols for the 2008 DCH site visit</p>	<p>Paul – Revised LOC forms will be implemented in Oct. 07.</p> <p>Liz – completed, send feedback to Liz</p> <p>Stephanie – Will e-mail the example of amount, scope and duration from John Tyminski at the DCH exit interview.</p> <p>Kim – Send comments to Kim who will forward them to Tom Renwick</p>
<p>4. HSAG Site Visit CAP Update <input type="checkbox"/> new <input checked="" type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p>Final Plan of Correction?</p> <p>Advanced Directives Training / Essential Learning PowerPoint / Training Plan Feedback</p> <p>Local Appeals Log</p> <p>Handbook Distribution</p>	<p>Stefanie – completed. Need to monitor progress towards plan. ‘08 visit will be follow-up to ‘07 findings.</p> <p>Susan - Cindy commended for good job. Will be submitted to Essential Learning. Deadline for corrections is 2 weeks. Need to have training plan and competency test. Susan will talk to Cindy about developing a post test.</p> <p>Liz – will distribute in 4 weeks. Will be submitted quarterly. Need to add to QI calendar.</p> <p>Stephanie – Handbooks were distributed. Discussion around timelines for reprints. Current version incorporates CAs and SA services. Copies will be offered to the CAs.</p>
<p>5. QISMC Data <input type="checkbox"/> new <input checked="" type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p>Project Report Due 7/31/07 to DCH</p>	<p>Liz – Need Newaygo's data. Report is due to Tom Renwick on 7/31.</p>
<p>6. Affiliation Satisfaction Surveys <input type="checkbox"/> new <input checked="" type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p>Newaygo Report</p> <p>Closed Surveys – July, August, September Progress</p> <p>Residential Surveys - July Revised forms</p> <p>State Surveys (ACT and Home-based)</p>	<p>Susan – Newaygo QI Committee wants to increase return rates.</p> <p>Liz – should be in progress.</p> <p>Richard is revising the residential form to delete cconsumer #.</p> <p>Liz will give to Richard.</p>
<p>7. Q2-07 Performance Indicators <input type="checkbox"/> new <input checked="" type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p>DCH reporting changes for FY07 PI #2 & #3 changes</p>	<p>Paul – Definition of “new” assessment has been revised re: crisis contacts.</p>

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	<p>CORSTAT #7 update</p> <p>Information from IS WG re: implementation of corrections/law enforcement data</p>	<p>Changes in definitions for PI #2&3 effective for Q4 07. Definition of "stabilized" included. If admitted to inpatient, the consumer is not stabilized and not counted.</p> <p>Need final word from DCH on how to input data</p> <p>?</p>
<p>8. Jail Diversion <input type="checkbox"/> new <input checked="" type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p>Added QI Workgroup charge</p> <p>Review of Affiliation policy/procedure</p>	<p>Paul – QI WG to monitor data collection. Data collected annually. Currently data submitted to data warehouse by CMHSPs. Now will be submitted to PIHP.</p>
<p>9. Advisory Council Brochure <input type="checkbox"/> new <input type="checkbox"/> follow-up <input checked="" type="checkbox"/> ongoing</p>	<p>Anti-Stigma grant - update – affiliate contact persons</p>	<p>Kim – updated the status of the grant. Gathering materials. Will not be giving presentations within grant cycle. Focusing on products. Shared letters to schools.</p>
<p>10. Standards Group Access Guidelines <input type="checkbox"/> new <input type="checkbox"/> follow-up <input checked="" type="checkbox"/> ongoing</p>	<p>Update</p>	<p>Cindy – shared concerns of direction of group re: eligibility for the mildly mentally retarded. Kim - TSG reviewing PCP publications. May be rewriting the State's language. Advocates are upset as revisions may decrease CMH accountability.</p>
<p>11. Accreditation <input type="checkbox"/> new <input type="checkbox"/> follow-up <input checked="" type="checkbox"/> ongoing</p>	<p>Update Discussion re: accreditation activities and re-accreditation coming up</p>	<p>Sally – Discussion is occurring in the Steering Committee</p>
<p>12. Customer Services Reps. <input type="checkbox"/> new <input type="checkbox"/> follow-up <input checked="" type="checkbox"/> ongoing</p>	<p>AFP: Role and training of Customer Services Representatives</p>	<p>Sally –Discussed differences in roles, skills and abilities. What should be done, if anything to standardize across affiliation. Reviewed AFP submission for guidance. Consider changing name to Consumer Advisor.</p>
<p>13. Mystery Shopper Project Status <input type="checkbox"/> new <input checked="" type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p>Level II Reviews</p>	<p>Kim – Table to August meeting.</p>
<p>14. Local QI Issues for group discussion <input checked="" type="checkbox"/> new <input type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p>Schedule for QI Plan Review</p> <p>Annual Report to PIHP?</p>	<p>All – to complete via computer. Lynn agreed to create annual report of activity. Will be presented to steering committee by QI coordinator at meeting site.</p>
<p>15. Local Compliance Issues for group discussion <input checked="" type="checkbox"/> new <input type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p>Schedule for CC Plan Review</p> <p>Annual Report to PIHP?</p>	<p>Kim - Reforming Affiliation Compliance Committee with Compliance Officers from Affiliation.</p>

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<p>16. Peer Support Specialist Training <input type="checkbox"/> new <input checked="" type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p>Update</p>	<p>Pamela – Person-centered plans should include prompt for peer support specialists. This B-3 service should be offered as any other. Will need to educate staff.</p> <p>Kim – working to make sure each affiliate has trained PSS. Former Higgins Lake training will now be offered at Dewitt Catholic Monastery.</p>
<p>17. Agenda Items Calendar <input checked="" type="checkbox"/> new <input type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p>Schedule revision?</p>	<p>Susan</p>
<p>18. Other PI plans of correction _____ _____ new <input checked="" type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>		<p>Paul – reported on outstanding POCs from CEI. Liz to check on progress.</p>
<p>19. Other PIHP 800 20. Other OQ 45 new <input checked="" type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p>PIHP 800 line OQ 45</p>	<p>Stef - Waiting for response from Fred at M_B Pamela - Discussed role of recovery group in setting final survey</p>
<p>21. Next Meeting Dates/Times for August</p>		<p>8/28/07 – Gratiot 10 – 1PM</p>