

<p>Page 1 of 2</p> <p>Chair: Newaygo (Susan/Cindy) Note taker: Cindy</p>	<p align="center"><b>CMHAMM</b> <b>Work Group Meeting Minutes</b></p> <p align="center"><b>Work Group: Quality Improvement</b></p> <p align="center">Date: 08/31/07 9:00am Location: Gratiot CMH</p>	<p>cc: Team members <input checked="" type="checkbox"/> = present  <input checked="" type="checkbox"/> Liz Holcomb, CEI (by phone)  <input checked="" type="checkbox"/> Paul Duff, CEI  <input checked="" type="checkbox"/> Pamela Stants, CEI (by phone)  <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 type="checkbox"/> Kim Zimmerman, PIHP</p>
<p>Topics Discussed</p>	<p align="center"><b>Agenda</b> <b>Discussion/Decisions</b></p>	<p>Action/Responsible Party; Due Date; Status (complete or barriers)</p>

<p>1. Review &amp; approve 07/27/07 minutes</p>		<p>Approved with change to Jail Diversion. All reports from affiliates are to go the PIHP data warehouse and MDCH.</p>
<p>2. Review &amp; approve today's agenda</p>		<p>Add Pamela and review of BMC document</p>
<p>3. Recovery Panel</p>		<p>Pamela reports that the Recovery group has reviewed the BMC Technical Draft. Feedback is being requested. Get your feedback to Price Pullens, Judy Webb or others</p>
<p>4. June 7 &amp; 8/2007 DCH Site Review  <input type="checkbox"/> new <input checked="" type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p><b>Group review of Site Review Protocols and Interpretive Guidelines.</b></p> <p><b>Amount, scope, and duration requirement of the PCP section</b>  Affiliate progress (<u>Please bring your current sample</u>)</p>	<p>No surprises seen anyone's review. Susan will maintain "unofficial" copy that does not take up as many pages. Discussed establishment of electronic evidence files for HSAG and MDCH site visits. Agree to prepare first section for next meeting Sept 21. Send electronically to Kim Z before next meeting. Be prepared to discuss.  Corporate Compliance will review also.</p>
<p>5. HSAG Site Visit CAP Update  <input type="checkbox"/> new <input type="checkbox"/> follow-up <input checked="" type="checkbox"/> ongoing  <b>HSAG Follow-up During 2008</b></p>	<p><b>Advanced Directives Training / Essential Learning PowerPoint / Training Plan - Progress</b></p> <p><b>Local Appeals Log - Progress</b></p>	<p>Cindy has completed and forwarded to Essential Learning. She did forget to create a competency quiz. She will work on it. Cindy to send Power Point to CEI. Not an annual requirement-at hire only.  Log has been sent and accepted. Bring to QI meeting month after end of quarter.</p>
<p>6. QISMC Projects  <input type="checkbox"/> new <input type="checkbox"/> follow-up <input checked="" type="checkbox"/> ongoing</p>	<p><b>Coc Project Report Due 7/31/07 to DCH – Submitted – Plan for 2008?</b></p>	<p>Table until next meeting</p>
<p>7. Affiliation Satisfaction Surveys  <input type="checkbox"/> new <input checked="" type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p><b>Closed Surveys – July, August, September</b>  <b>Residential Surveys – July</b>  <b>Referral Source - September</b>  <b>Contractor - September</b>  <b>Open Case - October</b></p>	<p>Surveys are ongoing. Discussion of low response rate-survey fatigue?</p>
<p>8. Mystery Shopper Project Status  <input type="checkbox"/> new <input checked="" type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p><b>Level II Reviews</b></p>	<p>Table until next meeting</p>
<p>9. Local QI Issues for group discussion  <input checked="" type="checkbox"/> new <input type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p><b>CMHAMM QI Plan Review</b></p>	<p>Lynn and Susan made changes to plan as each page is reviewed. You will receive draft from Lynn today. Review and be prepared to approve next meeting.</p>

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	<p align="center"><b>Annual Report to PIHP</b></p>	<p>Stephanie to send letter to Tom Renwick for written response on amount scope and duration. Affiliates feel comfortable with their present method of documentation Discussed performance improvement ideas within each affiliate. Discussed handling of aggressive consumers. Good ideas were shared. Discussed releases and no one has changed their practices. Annual QI report to PIHP for approval in October if complete.</p>
<p><b>10. Local Compliance Issues for group discussion</b>  <input checked="" type="checkbox"/> new <input type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p align="center"><b>CMHAMM Corporate Compliance Plan Review</b></p> <p align="center"><b>Annual Report to PIHP</b></p>	<p>To be done at next meeting</p>
<p><b>11. Other Next meeting items</b>  <input checked="" type="checkbox"/> new <input type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>		<p>2007 QISMC projects Sally will review credentialing for QI plan Stephanie to review customer services standards</p>
<p><b>12. Other</b>  <input checked="" type="checkbox"/> new <input type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>		
<p><b>13. Next Meeting Dates/Times for September</b></p>	<p align="center"><u>September 21 in Ionia 9 a.m. to 12 p.m.</u></p>	