

<p>Page 1 of 1</p> <p><b>Chair: Newaygo (Susan/Cindy)</b> Note taker: Susan Kilgore</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"><b>Date: 10/19/07 9:00am - Noon</b> <b>Location: Ionia CMH</b></p>	<p><b>cc: Team members</b> <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 type="checkbox"/> Kim Zimmerman, PIHP</p>
<p align="center"><b>Topics Discussed</b></p>	<p align="center"><b>Agenda</b> <b>Discussion/Decisions</b></p>	<p align="center"><b>Action/Responsible Party;</b> <b>Due Date;</b> <b>Status (complete or barriers)</b></p>
<p><b>1. Review &amp; approve 10/05/07 minutes</b></p>	<p><b>Approved</b></p>	<p>Susan</p>
<p><b>2. Review &amp; approve today's agenda</b></p>	<p><i>Remove #9 CSR Job Title – has been resolved</i> <i>Remove #8 Performance Indicators CAP</i> <i>Add Privacy Practices in Handbook as #8</i></p>	<p>Susan</p>
<p><b>3. June 7 &amp; 8/2007 DCH Site Review</b> <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> <b>Section B1. Services – General</b> <i>Group needs to catch up on the documentation.</i> <b>RE: C.2.1.5 Collecting satisfaction periodically</b> <i>We agreed this meant at least 2-3 times per year and agreed to do as we can in our shops. Should be part of any status/periodic and annual reviews. Most stated this was part of or was going to be part of their progress notes as a prompt.</i></p>	<p>All – 15 minutes <i>Add to agenda for next meeting. Everyone submit documentation up through B.1 to Kim.</i></p> <p><i>Please ensure that you are capturing this locally as agreed.</i></p>
<p><b>4. Action Notices</b> <input type="checkbox"/> new <input checked="" type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p><i>We will keep what we currently use. We can keep the state examples for Fair Hearing for future reference. No need to all move to these state examples. Just be sure one was sent!</i></p>	<p>Liz - 10 minutes</p>
<p><b>5. QISMC Projects</b> <input type="checkbox"/> new <input type="checkbox"/> follow-up <input checked="" type="checkbox"/> ongoing</p>	<p><b>Coordination of Care Project Decision</b> <b>QHP contacts information</b> <i>Discussed viewing the info on the Renwick disks. Discussed meeting with the contact staff at the QHP's for ideas also. Our focus this year will be to develop the new project and implement next year or as soon as ready to implement.</i></p>	<p>Liz - 20 minutes <i>Liz will distribute either the disk or some of the project on the disk to affiliates to review for ideas. We will keep this item on the agenda until completed.</i></p>
<p><b>6. Local QI Issues for group discussion</b> <input type="checkbox"/> new <input checked="" type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p><b>CMHAMM QI Plan Review</b> <i>The plan was completed with reference to the CoC Project to be as stated above and language was included in the revised QI Plan. Once fully approved affiliates can present locally for implementation. Removed privileging language and beefed up the Credentialing and Re-Credentialing language to include all staff of the organization.</i> <b>QI Annual Report to PIHP</b> <i>All received the final document for review.</i></p>	<p>All - 10 minutes <i>CMHAMM QI Plan was edited and is ready to be presented to the various approval bodies by Liz. Will go to the Consumer Advisory Council Nov. 1, Steering Committee Nov. 7 and Board of Directors at CEI Nov 15. Cindy will present at November Steering Committee. Liz will present at the other committees. The QI Annual Report will be presented as above also.</i></p>
<p><b>7. Local Compliance Issues for group discussion</b> <input type="checkbox"/> new <input checked="" type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p><b>CMHAMM Corporate Compliance Plan Review</b> <i>This plan was finalized and will now be revised annually by the Affiliation Corporate Compliance Committee instead of the QI Workgroup. Additions to the document references included: DCH Contracts; BBA and DRA.</i></p>	<p>All – 45 minutes <i>Corporate Compliance Plan was edited and Sally Culey will present to the Corporate Compliance Committee at their next meeting.</i></p>

<p>Page 2 of 1</p> <p><b>Chair: Newaygo (Susan/Cindy)</b> Note taker: Susan Kilgore</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"><b>Date: 10/19/07 9:00am - Noon</b> <b>Location: Ionia CMH</b></p>	<p><b>cc: Team members</b> <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 type="checkbox"/> Kim Zimmerman, PIHP</p>
<p align="center"><b>Topics Discussed</b></p>	<p align="center"><b>Agenda</b> <b>Discussion/Decisions</b></p>	<p align="center"><b>Action/Responsible Party; Due Date; Status (complete or barriers)</b></p>
	<p><b>CC Annual Report to PIHP</b> <i>This summary was added to the Annual QI Report and will be presented to the Steering Committee.</i></p>	<p><i>Cindy will present the Annual QI/CC Report to the Steering Committee November 7.</i></p>
<p><b>8. Privacy Practices in Handbook</b> <input checked="" type="checkbox"/> new <input type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p><i>Discussed if this could be incorporated into the Handbook further to satisfy the 3 year notice requirement. Decided not to do this as more language would need to be added. Several shortened versions were shared that could be given or sent to consumers at the 3 year mark. Including the privacy notice in the Open Case Satisfaction Survey seemed to be a good idea to meet this also.</i></p>	<p>Stephanie Zin – 15 minutes <i>We will not add to handbook but will be left to the affiliates to complete.</i></p>
<p><b>9. Other: CSR vacancy</b> <input checked="" type="checkbox"/> new <input type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p><i>Lynn announced Jana has left her CSR position @ Gratiot CMH. All agreed she did a fantastic job and will be missed!</i></p>	<p>Lynn Charping – 5 minutes</p>
<p><b>10. Other: Satisfaction Surveys</b> <input type="checkbox"/> new <input checked="" type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p><i>CEI discussed their plan of correction from last years surveys. They decided to designate cost centers vs programs to group their returns for reporting and follow-up.</i></p>	<p><i>All affiliates have now reported on their QI activities in relation to the surveys.</i></p>
<p><b>11. Other: QI/IS/Finance Forum</b> <input checked="" type="checkbox"/> new <input type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p><i>This is scheduled for December 13 &amp; 14 at the Kellogg Center although no information has been sent out. The committee is just now meeting to set the agenda.</i></p>	
<p><b>12. Other: Change in Data Person</b> <input checked="" type="checkbox"/> new <input type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p><i>Liz reminded the Chair that the new data person for data submission is Katie not Lynn.</i></p>	<p><i>Susan will change the info at the bottom of the agenda.</i></p>
<p><b>13. Other: New Chair?</b> <input checked="" type="checkbox"/> new <input type="checkbox"/> follow-up <input type="checkbox"/> ongoing</p>	<p><i>Susan asked who will be the next chair for the Committee?</i></p>	<p><i>No answers yet!</i></p>
<p><b>14. Next Meeting Dates/Times for November</b></p>	<p><i>November 2<sup>nd</sup> at Gratiot. Lynn will have some fabulous home-made Chili for lunch! UM will meet after lunch. Dinner Meeting on December 13<sup>th</sup> during the QI/IS/Finance State-wide Forum</i></p>	<p><i>November 2 - We will review data on QISMC, Medicaid Claims and Record Review, Reporting Grid.</i></p>
<p><b>Affiliation Satisfaction Surveys Reminder</b> <b>Referral Source - September</b> <b>Contractor - September</b> <b>Open Case - October</b> <b>QISMC ACT data was due October 15 to Liz/Katie</b></p>		