

Mental Health

PROGRAM/PLANNING & QI COMMITTEE

MINUTES

Tuesday

FEBRUARY 5, 2002

PRESENT: Mark Bombara, Joyce Kortman, James Mc Dowall, Kristine Nale, Veronica Persenaire

EXCUSED: Edward Berghorst

ABSENT:

STAFF: Gerry Cyranowski, Sue Buist, Greg Hofman, Gloria Pelon

CALL TO ORDER - Chairperson

Veronica Persenaire, Chairperson called the February 5, 2002 meeting to order at 12:33pm.

APPROVAL OF MINUTES of January 8, 2002

Motion: To approve the Minutes of January 8, 2002.

Moved by: Mc Dowall

Supported by: Bombara

MOTION CARRIED

APPROVAL OF AGENDA of February 5, 2002

Motion: To approve the Agenda for February 5, 2002.

Moved by: Bombara

Supported by: Mc Dowall

MOTION CARRIED

CMH STAFF PRESENTATION

Mr. Cyranowski, distributed information, provided an overview and answered questions regarding the Lakeshore Behavioral Health Alliance.

Mr. Cyranowski reminded the committee that in order for CMH to qualify for a contract with MDCH one qualifier was to have a minimum of 20,000 Medicaid recipients. As CMH of Ottawa does not meet this qualifier, it necessitated CMH to affiliate. Muskegon County showed interest immediately with affiliation with Ottawa County; recognizing strength in numbers and focusing on the future. There is speculation that, in the future, the minimum requirement of Medicaid recipients could reach 50,000 to 60,000.

It was noted that some CMH Boards have merged, which is an option. Another option is legislation ITRFA (Intergovernmental Transfer of Functions and Responsibility Act). ITRFA will allow Muskegon County and Ottawa County to affiliate and operate independently. This agreement was voted on and passed by the Ottawa County Board of Commissioners. Muskegon County will be the lead entity and be the main contact to MDCH.

The CMH Executive Team is working closely with Muskegon County to satisfy the qualifications of the AFP. Lakeshore Behavior Health Alliance is a "working name" only; Muskegon County CMH and CMH of Ottawa County will keep their current names. Mr. Cyranowski stated that work has started on development of an external provider panel and common provider handbook, all of which will enhance services to consumers.

Mr. Cyranowski reminded committee members that will be in attendance at the MACMHB Winter Conference in Lansing on February 25-27, 2002, the importance of their attendance at the Legislative Reception. Mr. Bombara reminded Mr. Cyranowski to prepare a list of questions and distribute at the February 20, 2002 CMH Board Meeting.

The AFP is due to MDCH on February 22, 2002; the final document will be presented to the CMH Board at their February 20, 2002 meeting. Mr. Cyranowski will update the committee as warranted.

QUALITY IMPROVEMENT

Behavior Management Committee - Performance Indicators

Mr. Hofman reviewed and answered questions regarding the Behavior Management Committee Quarterly Report.

Mr. Hofman noted that total plans monitored has decreased to 35. This is positive, as less individuals are currently requiring behavioral programming. Ms. Persenaire stated that this speaks very well of the staff providing the services and they should be recognized for this accomplishment.

Information System Committee - Performance Indicators

Mr. Hofman reviewed and answered questions regarding the Information System Committee Quarterly Report.

Mr. Hofman noted that the Access Center is working on development of a system to assure the diagnosis is getting data entered in a timely fashion. He also stated that work will continue on obtaining approval for an electronic medical record system.

Ms. Persenaire requested that Mr. Hofman report back to the committee regarding a new system, to be developed by the Access Center, to improve the timeliness of data entry of the diagnosis.

Environment of Care Committee - Performance Indicators

Mr. Hofman reviewed and answered questions regarding the Environment of Care Committee Quarterly Report.

There were no recommendations.

PLANNING

Discussion Item: *Draft* - Continuing Education Topics: 2002 Schedule

Mr. Cyranowski reviewed and answered questions regarding the Draft - Continuing Education Topics 2002 Schedule.

Ms. Persenaire stated that this was a very comprehensive list; there were no further suggestions made by the committee.

OLD BUSINESS

Discussion: Protocall, Inc./Help Line

Ms. Buist distributed information regarding Help Line Expenditures and Data. The recommendation

was made to discontinue the current Help Line Volunteer system. Ms. Buist explained that it has become increasingly difficult to recruit and maintain volunteers. Hope College students typically work for only a semester. It was noted that the last Help Line Training had three people in attendance, with one dropping out.

Ms. Buist stated that the Access Center fields calls during the day if no volunteers are available. Evening hours are covered by CMH staff at the Robert Brown Center.

Currently Protocall receives calls from 11:00pm until 8:00am, 7 days a week. The recommendation is to contract with Protocall for all hours except 8:00am to 5:00pm, Monday through Friday. This would require a budget adjustment and contract amendment with Protocall. The projected total cost would be \$54,000 annually.

As there were some questions regarding the \$54,703 total cost of operating the Help Line, Ms. Buist will research these numbers and forward to the Finance Committee for discussion and decision. This will be presented at their February 18, 2002 meeting.

Ms. Kortman emphasized the importance of providing some kind of recognition for the long standing volunteers and suggested the volunteers be encouraged to seek out other volunteer opportunities within the community. Ms. Buist stated that this has been discussed with the volunteers and most definitely CMH will recognize them for their years of commitment to the Help Line Volunteer system.

Discussion Item: Performance Improvement Plan for 2002 - Leadership Group By Laws

This issue was referred back to the Program/Planning and QI Committee for possible renaming of the Leadership Group By Laws, in that, this is not a legal binding document. Following discussion a motion was made:

Motion: To rename the Leadership Group By Laws to the Leadership Group Guidelines and forward to the CMH Board for approval.

Moved by: Mc Dowall
Supported by: Bombara
MOTION CARRIED

NEW BUSINESS

None

ROUND TABLE

None

ADJOURNMENT

Ms. Persenaire adjourned the February 5, 2002 meeting at 1:50pm.