

Mental Health

PROGRAM/PLANNING & QI COMMITTEE

MINUTES

Tuesday

MARCH 5, 2002

PRESENT: Edward Berghorst, Mark Bombara, James Mc Dowall, Kristine Nale, Veronica Persenaire

ABSENT:

EXCUSED: Joyce Kortman

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

GUEST: Pamela Pekelder

CALL TO ORDER - Chairperson

Veronica Persenaire, Chairperson called the March 5, 2002 meeting to order at 12:28pm.

APPROVAL OF MINUTES of February 5, 2002

Motion: To approve the Minutes of February 5, 2002.

Moved by: Bombara

Supported by: Mc Dowall

MOTION CARRIED

APPROVAL OF AGENDA of March 5, 2002

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

Moved by: Berghorst

Supported by: Bombara

MOTION CARRIED

CMH STAFF PRESENTATION

Pamela Pekelder, CMH Business Manager, distributed information, provided an overview and answered questions regarding CMH Funding Sources for Mandated Services.

Ms. Pekelder explained *Earned Revenues* as dollars received from serving out of county consumers. This service is provided at the request of the consumer.

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Local Dollars consists of mostly county funds, approximately \$476, 500.00 (Public Act 423). Other dollars received are from Kandu, Inc., who provide their own match.

Other, Ms. Pekelder describes as donations received.

OBRA, Ms. Pekelder states is Omnibus Budget Reconciliation Act, services provided to nursing home consumers.

Ms. Persenaire commented that she would like to see more minority population served by CMH; Mr. Hofman clarified that 250-275 minority consumers are currently being served by CMH, not all minority consumers are referred to El Centro.

Committee members expressed their appreciation of the material presented.

QUALITY IMPROVEMENT

Consumer Advisory Committee - Performance Indicators

Mr. Hofman reviewed and answered questions regarding the Consumer Advisory Committee March, 2002 Report.

Performance Indicator #4 - Complaints response within two days:

Mr. Hofman noted that the Consumer Advisory Committee would no longer be tracking this indicator, as it has consistently been at 100%. Following discussion, committee members recommended reporting this to the Program/Planning & QI Committee on an annual basis. Mr. Hofman will discuss this with the Recipient Rights Officer.

Performance Indicator #6 - No reports of mishandling of confidential material:

Mr. Hofman noted that per HIPAA (Health Insurance Portability and Accountability Act) requirements, there is a need to develop privacy standards and this must be accomplished by March, 2003.

Mr. Hofman stated that ten consumers are on the Consumer Advisory Committee.

Staff Development Committee - Performance Indicators

Mr. Hofman reviewed and answered questions regarding the Staff Development Committee March, 2002 Report.

It was noted that the Staff Development Committee continues to perform well and offered no recommendations this quarter.

Performance Indicator #4 - Group home staff complete required training within 60 days of hire:

Mr. Hofman stated this is a state requirement; Performance Indicator added October 1, 2002. It was noted that 25% of homes will be audited each quarter and each home will be evaluated at least annually.

Mr. Mc Dowall expressed his dissatisfaction with this system, stating that he did not feel that CMH would know if new employees had successfully completed their training within the required 60 days of hire.

Mr. Cyranowski explained that site reviews by CMH and MDCH are conducted annually, as well as a state license surveys.

Following discussion, it was recommended that Mr. Hofman set up a one-time base line; with every home sending in a staff list, verifying the training completed. From that point on, committee members would accept reporting from a sampling of 25% every quarter. Mr. Hofman will follow through with this recommendation.

Medical Records Committee - Performance Indicators

Mr. Hofman reviewed and answered questions regarding the Medical Records Committee March, 2002 Report.

Areas of concern pointed out by Mr. Hofman are:

#4: Services match Assessment and PCP

#11: Good documentation - no gaps

Mr. Hofman stated that aggressive work continues on obtaining approval for an electronic medical records system, reiterating the need for an integrated medical records/billing information system.

PLANNING

Mr. Cyranowski announced that a letter was delivered to Muskegon CMH (faxed to Ottawa CMH) which stated that the scoring phase was completed on the AFP (Application for Participation) and a site visit to be done March 18 through March 20, 2002.

Mr. Cyranowski stated the following is tentative:

Monday, March 18, 2002 Opening Conference 10:00am

Wednesday, March 20, 2002 Closing Conference 3:00pm

The meetings will be held at Muskegon CMH. As soon as dates, times and place are confirmed, Board members will be informed.

OLD BUSINESS

Update: Information System Committee - Timely Entry of Diagnosis

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

Mr. Hofman stated that the Access Center implemented a process where the diagnosis will be added to the information system immediately after the initial face to face assessment. He noted that data for February, 2002 will be available for review by the middle of March, 2002.

NEW BUSINESS

Discussion Item: April 2, 2002 Meeting

Mr. Cyranowski explained that the Consumer Advisory Committee requested that the April 2, 2002 Program/Planning & QI Committee be held at the Lakeshore Clubhouse, which is located at 400 - 136th Avenue, Building 300, Holland, Michigan.

Committee members approved this request. Therefore, the April 2, 2002 Program/Planning and QI Committee meeting will be held at the Lakeshore Clubhouse at 12:30pm. Mr. Cyranowski noted that lunch will be served.

Committee members were very appreciative of the invitation.

ROUND TABLE

Ms. Persenaire stated that Board members who attended the MACMHB Winter Conference will be given an opportunity to give a brief report at the March 28, 2002 CMH Board Meeting.

ADJOURNMENT

Ms. Persenaire adjourned the March 5, 2002 meeting at 2:11pm.