

# PROGRAM/PLANNING & QI COMMITTEE

## MINUTES

### Tuesday

### DECEMBER 3, 2002

PRESENT: Edward Berghorst, Mark Bombara, Joyce Kortman, Kellye Slaggert, Kristine Nale, Veronica Persenaire

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

CALL TO ORDER - Chairperson

Veronica Persenaire, Chairperson called the December 3, 2002 meeting to order at 12:30pm.

APPROVAL OF MINUTES of November 5, 2002

Motion: To consider amendment of the November 5, 2002 minutes.

Moved by: Berghorst

Supported by: Slaggert

MOTION CARRIED

Motion: To ratify the action of going into closed session on November 5, 2002.

Moved by: Berghorst

Supported by: Kortman

ROLL CALL VOTE

YEAS: Berghorst, Kortman, Slaggert, Nale, Persenaire

NAYS:

MOTION CARRIED

APPROVAL OF AGENDA of December 3, 2002

Motion: To approve the Agenda for December 3, 2002.

Moved by: Slaggert

Supported by: Nale

MOTION CARRIED

CMH STAFF PRESENTATION

Sue Buist, CMH Program Director, distributed data, provided an overview and answered questions regarding the Services to Minorities.

Ms. Buist noted that CMH is currently searching for other providers, through the RFP (Request for Proposal) process, specifically for the Hispanic population outside of the Holland area and specific services for the Native American population. Ms. Buist stated that CMH would like to have a service agreement with the Tribal Health Centers and/or Indian Health Services.

Through the RFP process, CMH is searching for a provider for monolingual services. CMH currently has a provider for bilingual/bicultural services to children, families and adults and would like to expand to offer monolingual services.

In an effort to provide services in more areas within Ottawa County, Ms. Kortman suggested extending services with El Centro; including renting current county space to them if space needs were an issue.

Ms. Persenaire questioned whether consumers followed through with their treatment plans. As Ms. Buist did not have that data, she stated that she will capture the data and report the findings at a future Program/Planning & QI Committee meeting.

Committee members expressed their appreciation of the information presented; stating they found the data provided very informative.

#### QUALITY IMPROVEMENT

##### **Consumer Advisory Committee - Performance Indicators**

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

Mr. Hofman noted that Performance Indicator #1: All cases contain documentation of being informed on rights, responsibilities, and grievance procedure - shows a decline. He stated that a system is in place for follow up and correction. Expectation is to increase to at least 90% at next report.

Due to many questions relative to Performance Indicator #4: Complaints response within 2 days - Mr. Hofman will look into a better definition/description of "complaint".

##### **Staff Development Committee - Performance Indicators**

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

##### **Medical Records Committee - Performance Indicators**

Mr. Hofman noted that no data is being presented for December, due to a reworking of CMH's record review and billing audit processes.

He explained that based on recommendations from the corporate compliance consultants, CMH will be piloting a new form for concurrent billing reviews. This will require a number of suggested modifications and changes to the data collection form.

Mr. Hofman stated that the Medical Records Unit will identify and recommend key performance indicators for medical records compliance. He will bring recommendations to the Program/Planning and QI Committee at a future date.

Mr. Hofman stated that an update with initial data collection will be presented to the Program/Planning and QI Committee in March, 2003.

### **State Comparative Data Through September, 2002**

Mr. Hofman reviewed and answered questions regarding the State Comparative Data Report through September, 2002.

To better understand the data presented, Mr. Cyranowski suggested adding the actual number served to each Performance Indicator.

Mr. Hofman stated that this data is presented to this committee every three months. He noted that generally the September, 2002 Report was a very positive report.

### PLANNING

#### **Discussion: Suggestions for Continuing Education Topics**

Mr. Cyranowski questioned committee members as to whether they had any suggestions for continuing education topics.

Ms. Persenaire requested that committee members bring their suggestions to the January 7, 2003 Program/Planning & QI Committee meeting for review and discussion.

Mr. Cyranowski will send an e-mail to committee members outlining topics that have been presented in 2001 and 2002.

### OLD BUSINESS

None

### NEW BUSINESS

None

### ROUND TABLE

Ms. Kortman emphasized the need for honest and straightforward dialogue; and the need to connect with the community who are willing to work with CMH to move forward. She presented several suggestions that will require further review and discussion by the committee.

Ms. Persenaire thanked Ms. Kortman for her suggestions; recommending incorporating them into topics for future continuing education presentations. As future continuing education topics will be on the agenda for the January 7, 2003 Program/Planning & QI Committee meeting, discussion will continue at that time.

### ADJOURNMENT

Ms. Persenaire adjourned the December 3, 2002 meeting at 2:23pm.

