

Mental Health of Ottawa County

PROGRAM/PLANNING & QI COMMITTEE

MINUTES

Friday

JUNE 20, 2003

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

EXCUSED: Joyce Kortman

STAFF: Gerry Cyranowski, Greg Hofman, Gloria Pelon

1:00pm to 1:30pm: Committee Members toured (CBE) Community Based Experience Program at 12263 James Street/B Building.

CALL TO ORDER - Chairperson

Veronica Persenaire, Chairperson called the June 20, 2003 meeting to order at 1:30pm.

APPROVAL OF MINUTES of May 6, 2003

Motion: To approve the Minutes of May 6, 2003.

Moved by: Berghorst

Supported by: Bombara

MOTION CARRIED

APPROVAL OF AGENDA of June 20, 2003

Motion: To approve the Agenda for June 20, 2003.

Moved by: Berghorst

Supported by: Slaggert

MOTION CARRIED

CMH STAFF PRESENTATION

Due to meeting date change, presenter was not available for today's meeting and the presentation was deferred to the August 5, 2003 Program/Planning & QI Committee Meeting.

QUALITY IMPROVEMENT

Consumer Advisory Committee - Performance Indicators

Mr. Hofman reviewed and answered questions regarding the Consumer Advisory Committee June 2003 Report.

This quarter, 36 of 42 cases contained rights documentation (85%); Mr. Hofman emphasized that

work will continue to gain improvement on the rights documentation.

Staff Development Committee - Performance Indicators

Mr. Hofman reviewed and answered questions regarding the Staff Development Committee June 2003 Report.

It was noted that the CMHOC Training Center has several training sessions planned, such as, Person Centered Planning and Dialectical Behavioral Therapy (DBT).

Medical Records Committee

Mr. Hofman reviewed and answered questions regarding the Medical Records Committee June, 2003 Report.

It was noted that following the MDCH annual site review, their findings placed CMHOC in partial compliance with most medical records standards (75% - 95% compliance). Mr. Hofman acknowledged that there is room for improvement, but noted that CMHOC's internal reviews appear to be more demanding in nature than required by MDCH.

In an effort to improve in this area, there is a group that has been appointed to begin reviewing PCPs and progress notes.

Currently staff is working on the Corrective Action Plan, which is due to MDCH by the first of July 2003.

Mr. Hofman noted that on June 18 and June 19, CMHOC participated in two demonstrations for the new computer system . There are two more demonstrations scheduled for next week.

Clinical Privileging

Mr. Cyranowski reviewed and answered questions regarding the request for professional privileging for Brian A. Ameel, M.D.

Mr. Cyranowski stated that Dr. Ameel will be working two days per week, Tuesdays and Wednesdays, working out of the James Street Office and the Fulton Street Office. Dr. Ameel will see primarily children. Mr. Cyranowski noted that Dr. Ameel is well qualified and staff are impressed.

Motion: To recommend to the CMH Board the following Licensed Independent Practitioner be privileged: Brian A. Ameel, M.D.

Moved by: Berghorst

Supported by: Bombara

MOTION CARRIED

PLANNING

Mr. Cyranowski stated that work continues on plans for the annual community based needs assessment; concentrating on what are the mental health needs of the county/community, as well

as unmet needs and under met needs. Private and public agencies, as well as the public will be involved.

At the June 30, 2003 CMHOC Board Meeting, a proposed contract will be presented to obtain outside assistance to accomplish this.

Every effort is being made to have the Public Hearing at the September or October CMHOC Board Meeting.

Mr. Cyranowski stated that he was invited and attended a provider's group meeting that focuses on the mental health needs for the Hispanic population. This will be an ongoing meeting that a CMHOC representative will attend.

OLD BUSINESS

Update: Performance Indicator #20d: Access Penetration Rates - Hispanic Americans

Follow-up from the May 6, 2003 Program/Planning & QI Committee Meeting. Mr. Hofman provided the requested clarification.

Mr. Hofman stated:

- 125 individuals received services
- EI Centro provided services to 28 individuals
- CMHOC provided services to 97 individuals

Committee members requested more information regarding the rates CMHOC pays EI Centro for the services they provide. This will be reported at the August 5, 2003 Program/Planning & QI Committee Meeting.

Update: Performance Indicator #28: Access - Second Opinions

Follow-up from May 6, 2003 Program/Planning & QI Committee Meeting. Mr. Hofman provided the requested clarification.

Mr. Hofman noted that CMHOC is required by the Mental Health Code to do the following:

- consumers of the availability of a second opinion and provide assistance to consumers who wish to request a second opinion
- a second face-to-face assessment by a different CMHOC clinician
- must be completed within 14 days for outpatient services; 3 days for inpatient services
- is then presented to the Executive Director and Medical Director for disposition.

Mr. Hofman gave the following reasons for the increase in second opinions:

- as part of the AFP process, consumer education has increased; with development of a member handbook, which includes the process for requesting second opinions
- in 2002, the Access Center began giving verbal notice, along with the written communication that has always been sent, to consumers over the phone when services were denied

Mr. Hofman noted that despite the increase in requests for second opinions, Ottawa County has

remained below the state average in the number of second opinions that reversed the original decision. There have been a total of 6 reversals in the past year.

Committee members saw this as being positive.

NEW BUSINESS

Update: Preliminary Report - MDCH Site Survey

Mr. Hofman reviewed and answered questions regarding the Preliminary Report from the May, 2003 MDCH Site Review.

As CMHOC is in receipt of the final report from MDCH, Mr. Hofman updated the committee on the following changes:

<u>Area</u>	<u>Score</u>	<u>Change</u>
Services/General	5 - 6	4 - 6
Services/Home Based	25 - 26	17 - 18
Inpatient Psychiatrist Hosp.	11 - 22	13 - 22
Children's Waiver	32 - 40	36 - 40
Hab Supports Waiver/DD	30 - 32	32 - 32
Provider Networks	11 - 16	12 - 16
Limited English Proficiency	19 - 20	18 - 20
Record Keeping	34 - 38	30 - 34

Mr. Hofman noted that the lead reviewer complimented PHP on working together as an affiliation. Mr. Cyranowski noted that CMHOC was complimented on its ACT Program being one of the best in the state. Overall, the surveyor was very complimentary of CMHOC services and staff.

The final report will be presented to the Board at the June 30, 2003 meeting.

Reviewers will return in September 2003 to do site reviews at CMHOC Clubhouses and interview consumers.

ROUND TABLE

None

ADJOURNMENT

Ms. Persenaire adjourned the June 20, 2003 meeting at 2:30pm