

PROGRAM/PLANNING & QI COMMITTEE

MINUTES

Tuesday

OCTOBER 7, 2003

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

ABSENT:

STAFF: Sue Buist, Greg Hofman, Pam Pekelder, Betty O'Rourke, Gloria Pelon

CALL TO ORDER - Chairperson

Veronica Persenaire, Chairperson called the October 7, 2003 meeting to order at 12:32pm.

APPROVAL OF MINUTES of August 5, 2003

Motion: To approve the Minutes of August 5, 2003.

Moved by: Berghorst

Supported by: Slaggert

MOTION CARRIED

APPROVAL OF AGENDA of October 7, 2003

Motion: To approve the Agenda for October 7, 2003.

Moved by: Slaggert

Supported by: Berghorst

MOTION CARRIED

CMH STAFF PRESENTATION

No staff presentation scheduled for October.

Ms. Persenaire requested that site visits occur at the Grand Haven and Coopersville CBE sites so long as meetings could also take place. Ms. Buist explained that it may be difficult to hold a meeting at these sites due to the lack of conference room space.

Arrangements will be made to visit the Grand Haven CBE site as part of the January 6, 2004 Program/Planning & QI Committee meeting.

QUALITY IMPROVEMENT

Consumer Advisory Committee - Performance Indicators

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

October, 2003 Report.

Staff Development Committee - Performance Indicators

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

Medical Records Committee - Performance Indicators

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

Mr. Hofman noted the improvement in documentation of communication from CMH to primary care providers.

Medication Committee - Performance Indicators

Mr. Hofman reviewed and answered questions regarding the Medication Committee October, 2003 Report.

Mr. Hofman noted that work continues with one staff psychiatrist to improve updating the consent form.

Environment of Care Committee - Performance Indicators

Mr. Hofman reviewed and answered questions regarding the Environment of Care Committee October, 2003 Report.

No recommendations from the committee.

Utilization Management Committee - Performance Indicators

Mr. Hofman reviewed and answered questions regarding the Utilization Management Committee October, 2003 Report.

Mr. Hofman noted that the occupancy rate at the Riverview home remained high, but the occupancy rate for the short-term crisis home was in the 50% range. He stated that, at a future date, he may be able to provide data in a graph.

Ms. Buist stated that the Utilization Management Committee has looked at several factors for the low occupancy rate; some of which include, personality of the clinical staff and how aggressive they may or may not be in securing other alternatives; and, summer months have proven to show lower use. She stated that nothing definitive came out of the analysis, but assured everyone that the Utilization Management Committee continues to closely monitor.

Ms. Kortman questioned whether any new information was available relative to monitoring non-psychiatric hospitalizations. Mr. Hofman stated that no process is in place at this time, however, noting that perhaps with the new computer system this may be able to be developed. Ms. Buist stated that part of the primary care physician's charge, as a Medicaid provider, is to inform CMH of any and all hospitalizations. Typically, the primary care physicians do not notify CMH staff of these events.

Ms. Persenaire requested that the Program/Planning & QI Committee be kept informed of any new developments in this area.

State Comparative Data through June 2003

Mr. Hofman reviewed and answered questions regarding the State Comparative Data through June 2003.

Indicator #1b Access: Timeliness/Inpatient Screening - Adults

Mr. Hofman stated that a pre-admission screening for psychiatric care for whom the disposition was completed within three hours may change from 3 hours to one hour. This would be a significant change.

Indicator #12 Quality of Life: Employment -DD

Mr. Hofman noted that this will be revised and reported at a future date.

Indicator #18 Access: Penetration Rate - Mentally Ill Child

Ms. Kortman stated that she received a conference registration relative to this issue and wondered if CMH staff would be attending. As the name of the conference was not readily available, Ms. Kortman stated that she would fax the information to Ms. Buist.

Ms. Buist noted that all CMH staff are given every opportunity to obtain training that would enhance their job performance. Ms. Buist also stated that she is working with FIA, the court system and local schools to make CMH child services known.

Indicator #20c: Access Penetration Rates - African Americans

Mr. Hofman pointed out an error, noting the percentage rate should be corrected from 1.23% to 4.23%.

Mr. Hofman stated that within two to three months new data will be received and reported at a future Program/Planning & QI Committee meeting.

Consumer Satisfaction Survey: Persons with Developmental Disabilities/Consumers

Mr. Hofman reviewed and answered questions regarding the Consumer Satisfaction Survey for persons with developmental disabilities - consumers. This survey was conducted in June 2003.

Mr. Hofman stated that in answer to the question "How would you rate the overall quality of services you receive from CMH?", the following will summarize:

52% Excellent
46% Good
2% Fair

Consumer Satisfaction Survey: Persons with Developmental Disabilities/Guardians

Mr. Hofman reviewed and answered questions regarding the Consumer Satisfaction Survey for persons with developmental disabilities - guardians. This survey was conducted in June 2003.

Proposed Addition to the Performance Improvement Plan for 2003

Mr. Hofman reviewed and answered questions regarding the proposal for the addition of B.1 and B.2 selection on maintenance of staff.

Motion: To recommend to the CMHOC Board to approve the addition of B.1 and B.2 on Selection and Maintenance of staff.

Moved by: Persenaire
Supported by: Berghorst
MOTION CARRIED

PLANNING

Discussion Item: Chapter III - Program Issues

Eligibility Requirements: Skill Building Services at a Day Program Site

Information was distributed; Ms. Pekelder and Ms. O'Rourke reviewed and answered questions regarding Chapter III - Eligibility Requirements: Skill Building Services at a Day Program Site.

Ms. Pekelder stated that consumers on the HAB Waiver are eligible for skill building services as well as out-of-home non-vocational habilitation and prevocational services, all of which may be provided at a day program site as billable services. Physical therapy, occupational therapy and speech therapy are Medicaid billable at a day program site for eligible consumers.

Ms. Persenaire emphasized the importance of educating guardians through the PCP process.

Ms. O'Rourke stated that a small group of CMH staff is meeting with the Town Hall Coalition and this information will be shared with them. Mr. Bombara questioned whether minutes were taken at these meetings and, if so, if the Program/Planning & QI Committee could be given a copy. Ms. O'Rourke indicated that she could forward the minutes to Ms. Pelon so they could be included in the packet.

Ms. Kortman requested that the Program/Planning & QI Committee be informed of other billable services. Ms. Buist stated that this information will be an agenda item for the November 4, 2003 meeting. She stated that the decision was made to bring Chapter III information in sections so the information can be discussed and absorbed.

OLD BUSINESS

None

NEW BUSINESS

Review Board Policy #1: Mission Statement

At the CMHOC September 22, 2003 meeting, Mr. Vander Laan referred this item to the Program/Planning & QI Committee for review and disposition.

Motion: To recommend to the CMHOC Board to reaffirm Board Policy #1: Mission Statement as presented.

Moved by: Bombara
Supported by: Berghorst
MOTION FAILED

Committee members recommended that the CMH Board have a work session as a full board to review, discuss and perhaps revise this policy.

Review Board Policy #2: Leadership

At the CMHOC September 22, 2003 meeting, Mr. Vander Laan referred this item to the Program/Planning & QI Committee for review and disposition.

Motion: To recommend to the CMHOC Board to reaffirm Board Policy #2: Leadership as presented.

Moved by: Berghorst
Supported by: Nale
MOTION FAILED

Committee members recommended that the CMH Board have a work session as a full board to review, discuss and perhaps revise this policy.

ROUND TABLE

Ms. Persenaire shared some concerns that she and Mr. Bombara received from the community.

Concern #1: Decisions made for consumers who were attending CBE, but are now receiving services from their home(s), was this part of their PCP plan - or part of CMH's plan?

Concern #2: Is there adequate CMH staff to support consumers' PCPs? What is that ratio?

Concern #3: What type of monitoring system is in place?

Ms. Persenaire requested that supporting documentation relative to these concerns be brought to the November 4, 2003 Program/Planning & QI Committee meeting.

ADJOURNMENT

Ms. Persenaire adjourned the October 7, 2003 meeting at 2:20pm.

qiminutes1007.2003
10/08/03