

PROVIDER MEETING NOTES: AUGUST 9, 2011

CHIEF EXECUTIVE OFFICER UPDATE: Joanne Sheldon, LifeWays Chief Executive Officer, provided the following updates and information:

- The new Director of Community Relations, David King, was introduced and welcomed. David has a wealth of experience in leading community projects and working for various county entities.
- Federal Update:
 - The deficit agreement in Washington did not result in any immediate cuts affecting our operations; however a trillion dollar overall spending reduction will occur next calendar year. A committee was appointed to make recommendations on the reductions by Thanksgiving. The recommendations will be put to a vote by the end of 2011 and those cuts could impact Medicaid funding.
- State Update:
 - The state legislature is expected to vote tomorrow (August 10) on the bill regarding the proposed Health Insurance Claims Assessment. Although the budget has already been passed, approval of this replacement tax is crucial to prevent additional budget cuts. Joanne indicated there is still time to lobby the representatives to vote affirmatively on this very important bill.
 - The State of Michigan is one of 15 states given a \$1 million grant to develop a plan to integrate care for dual eligible consumers (Medicaid and Medicare). Work groups will be forming in September and October to develop a plan for the integration. The plan is to be submitted by April 2012, with an implementation date of October 2012. Four Town Meetings have been held to give the public an opportunity to learn about and to give input and feedback on the integration of care for the dual eligible consumers. These meetings were very well attended and two additional meetings have been scheduled for those who were unable to attend. Go to <https://janus.pscinc.com/dualeligibles/> for more information and to register. See handout for more information.
 - A bill has been introduced to mandate the coordination of substance abuse under the PIHPs. The creation of a Public Act to accomplish this is the most reasonable way to go as opposed to changing the Michigan Mental Health Code.

CLINICAL DIRECTOR UPDATE: Diane Cranston, LifeWays Clinical Director provided the following update::

- Diane provided a handout (attached) outlining upcoming training opportunities:
 - The Children's Training Hours Series
 - CAFAS Training - Booster Training and Initial Training (staff need to specify which is needed as there is a \$10 cost for the Booster Training workbook)
 - PECFAS Training
 - PMTO Skills Training
 - Motivational Interviewing – Basic and Application
 - Stage Wise Interventions – Basic and Application
 - Recovery Oriented, Strength Based Treatment Planning and Interventions
 - LifeWays will be purchasing one week per month of Mark Lewis' time beginning in October or November. He will spend a half day with an agency providing consultation assistance on difficult cases, working with supervisors to develop their expertise in

- MI/SW interventions, etc. Note: Mark has also been working with DHS, Youth Homes, and the local courts to expand this training, which is expected to improve continuity of treatment approaches across the continuum.
- An on-line training, "Treating the Invisible Wounds of War," is available at no cost and qualifies for CEUs. Greg Gallagher from Recovery Technology One of the providers indicated that a Ph.D. was necessary in order to get on the TriCare panel. Discussion ensued regarding checking to see if the panel could be open to other level providers. It was also mentioned that some Veterans, those with dishonorable or general discharges, do not have the TriCare insurance. See attached handout for further information.
 - Beginning October 1, it is the expectation that each Primary Provider will be responsible for the development, implementation, monitoring and entering of authorizations for one integrated recovery strength based treatment plan. Blocks of time will be available September 21, 26, and 27 for Provider Administrators/Supervisors to meet with Mark Lowis for a walk through of the process and to ask questions.
 - The two day Case Management Core Training will be held again in October. Dates will be forwarded as soon as they are finalized.

IMPROVING PRACTICES LEADERSHIP TEAM (IPLT) UPDATES:

- Children's Services: Tracy Roumell, IPLT Chair, reported that a two-day evidence-based parent management training (PMTO) is being planned for September 12 and 13. This is geared for staff working with children ages 6 to 12 and their families. More in-depth information is provided on the attached handout entitled Clinical Director Report – August 2011. The Trauma Focus group is expected to begin this month. Parenting Wisely has been going very well. Wraparound served 28 families in the past year, and score improved. A representative from PLAY project will be scheduled to present a program regarding the treatment of autistic children. Register by contacting Customer Services. Tracy also indicated that they are using the outcomes from the MST to secure funding to sustain the program.
- Services for Adults with Mental Illness: Ann Kelly, IPLT Chair, provided a handout (attached) outlining "What's New at the Jackson & Hillsdale Drop-In Centers. The WRAP, PATH, and Traveler's Guide groups are all occurring weekly. Ann indicated that the team has been exploring some possible changes in focus and looking at evidence based practices in existence to see what is being done, what is effective, what is working. A representative from MRT came to speak with the team. They are also looking at Supportive Housing possibly in August or September to see what is in existence, how to better use resources, and what other needs exist.
- Services for Persons with Developmental Disabilities: Stacey Casanova, IPLT Chair, said that the Culture of Gentleness discussion is incorporated into their meetings. They continue to explore how to achieve better communication between all providers when an adult with development disabilities is hospitalized. An Autism page is now available on their website to aid in community understanding of Autism Spectrum Disorders and to provide useful contacts and information. The team is involved with the PLAY project and is also working with Family Services & Children's Aid and the Lyle Tarrant Center on parenting training for parents with a disability.

ACCESS CLINICAL SERVICES UPDATE: Niki Feller, LifeWays Access Director, provided the following information:

- Access Center in Jackson has added a 2nd shift. Several new staff have been hired and will begin working on August 15th and 22nd. An additional position has been approved for hire in Hillsdale and will work partly on the U of M Depression Outreach Care Coordinatin project starting in October.
- A new intake assessment was distributed. This assessment combines both adults and children. The assessment form is attached and will also be posted to the LifeWays website.

OTHER AGENDA ITEMS

- LEO EMR Implementation Status: Don Artman, Executive Director of Business Services, provided an update on the status of LEO. On October 1, Phase 1 will "Go Live." LifeWays has been working on data conversion from e-Cura to LEO. Training will be held the last two weeks of September. All training information has been placed on the LifeWays web site including the schedule, description of training, and a registration tab. The 3rd week of September has been designated for provider training. Providers need to access the website and register. One important thing to note is in the area of authorizations. Don asked Shannan Clevenger to provide an update. Shannan indicated authorizations that extend into FY 2012 (anything after 10-1-11) will need to be submitted by September 9th in order to be converted to LEO. Any authorization received after this date may be delayed, as it will need to be entered manually. Shannan also said that UM will no longer be changing or modifying dates on authorizations; therefore, a new authorization must be submitted. In the event emergency units are needed, providers can call and submit the authorization the next day. She also mentioned that authorizations are linked to specific treatment sites, so if the site is moved for any reason, a new authorization must be submitted.

A question was raised regarding entering consumer diagnoses. Do all 5 axis diagnoses need to be entered or just Axis I and II? Nikki Adkins will get clarification and let providers know. Don will also find out when the providers can start to enter diagnostic data. The Physicians' Unit will be entering diagnoses for all Physicians' Unit consumers.

Don Artman indicated that support for LEO would be available via e-mail on the LifeWays website and a LEO help desk phone number. Phase II will "Go Live" April 1, 2012 and will include progress notes, prescribing, integrated health, signature pads, and scanning. A handout was available outlining the EMR update information, as well as a training schedule. Both are attached.

Nikki Adkins noted that an update memo was sent out on Friday. If providers did not receive it, please let Nikki know so she can update the listserv.

BRIEF ANNOUNCEMENTS:

- Recipient Rights Update: Jill Bevier announced that the Recipient Rights Advisory Council is in need of new members. Anyone interested can go on the web site for more information. Jill also wanted to remind providers that guardians need to be informed of critical incidents and can be given a copy of the summary but not the actual Incident Report.

- Home and Community Character: Maribeth Caldwell distributed a handout entitled Home and Community Character (attached). The handout provides the definition that will be placed in the 2012 contract with MDCH. The specifics in the definition apply to all licensed residential settings of four or more beds. Maribeth will be sending a request to all providers asking that they provide, in writing, an account of how the homes meet the standards. In the event one or more of the standards are not currently met, a plan of action is to be submitted outlining what changes will be made to be in compliance in preparation for the upcoming MDCH review.
- Highfields Newspaper Article: Maribeth Caldwell recognized Highfields for awarding a scholarship to one of their consumers. The Jackson Patriot printed an article on the recipient, outlining some of her and her family's struggles, as well as their triumphs. The article is attached.
- CAFAS Outcomes: Maribeth Caldwell shared the 2nd quarter FY 2011 CAFAS Outcomes. LifeWays achieved the best score in the state (100th percentile) in the following two areas: 1) Percentage of youths served with improvement on one or more outcomes; and 2) Percentage of youths served with meaningful and reliable change. She thanked the providers for this achievement.
- J-Town Rummage Sale: Heather English announced the J-Town Clubhouse Rummage Sale which will be held on August 11 and 12 from 10:00 a.m. – 3:00 p.m. in the Pine Room.
- J-Town Barbeque: Heather also announced J-Town is having a Barbeque on Friday August 12 and Senator Randy Richardville will attend.

NEXT MEETING: Tuesday, September 13, 2011 at 9:30 a.m. in the LifeWays Pine Room