

PROVIDER MEETING MINUTES: DECEMBER 13, 2011

CHIEF EXECUTIVE OFFICER UPDATE: Maribeth Caldwell, Executive Director of Network Performance provided the CEO update in the absence of Joanne Sheldon. The following update and information was provided:

- Behavioral Health Summit update regarding dual eligibles (funding), 2703 health home model, and lessons learned from integrated health meeting at the State. Helpful tips for preparation for this model include better coordination between physical health care (primary care physician) and behavioral health care; and the value of local control, i.e. case managers visiting patient homes. DCH is listening to the CMH organizations, which is encouraging. A plan will be submitted to the Federal government in Spring of 2012 for approval. Implementation has moved to January of 2013.

CLINICAL DIRECTOR UPDATE:

- Diane Cranston, Executive Director of Clinical Services, reviewed the **Clinical Director Report – December 2011**. This report is attached for your review of details and important training opportunities.

IMPROVING PRACTICES LEADERSHIP TEAM (IPLT) UPDATES:

- Children's Services: Tracy Roumell, IPLT Subcommittee Co-Chair reported:
 - Great Start issued a survey on the need for childcare in Jackson County. A representative will bring results back to the team.
 - It has been determined that all referrals for Parenting Wisely need to go through Access. Parenting Wisely and Wraparound are accepting referrals.
 - Homebased services are intended for the child with an SED; however, if a child with a DD is receiving homebased, the clinician must have the QMRP qualifications.
 - The State is developing a DD curriculum. The IPLT will be reviewing it further as more details are released.
 - Rethink Autism is a web-based program for children with an ASD diagnosis. An informational workshop is Tuesday, January 17, 2012 from 2-4:30 pm.
 - Children's Hours survey will be sent out to find out what topics clinicians want to hear.
 - The Children's IPLT sub-committee meets the 3rd Monday at 9:00am.
- Services for Adults with Mental Illness: Ann Kelly, Adult IPLT Chair, reported:
 - Did not meet last month. Evidence-based Supportive Housing Toolkit is the topic for the next meeting.
 - The Adult IPLT Sub-committee meets the 4th Wednesday from 2:00pm-3:30pm.
- Services for Persons with Developmental Disabilities: Elizabeth Knoblauch, DD IPLT Chair, reported:
 - Did not meet last month. LW is looking at different options to add to our services array for adults with autism. (See RETHINK AUTISM attachment). We will be adding a link on our webpage for Autism as a resource soon. We are looking for a new Chairperson for this committee.
 - The DD IPLT Sub-committee meets the 2nd Wednesday from 9-11:00am. The Culture of Gentleness Change Agent Workgroup is from 9-10:00, and the DD IPLT agenda is from 10-11:00.

ACCESS CLINICAL SERVICES UPDATE: Diane Cranston provided the update in the absence of Niki Feller, LifeWays Access Director:

- Heather English addressed phone lines and the need to move non-emergent calls for LW administration out of Access and into a phone tree. Considerations and suggestions are welcome as we move forward with this process. February 1, 2012 is the go-live for the new process; there will be training for the staff and information posted for consumers to ensure a smooth flow.

OTHER AGENDA ITEMS

- DCH AUDIT: Maribeth Caldwell reviewed a draft of the Site Review Results from the DCH Audit that took place November 7-18, 2011. These are preliminary results; the final report has not been issued yet. **See attached handout.**
- CORPORATE COMPLIANCE:
 - EMR & Clinical Documentation Risks. There are many benefits to utilizing an EMR, but many risks as well. Important reminders regarding progress notes, copying, and demonstrating medical necessity: Beware of plagiarism, i.e. copying from another clinician's progress note. When copying, pasting, and carrying forward, be certain the progress note shows what is occurring currently. Ensure there are no gaps in service, and that the services are authorized and performed in a timely manner. Make sure the documentation relates back to the patient plan or goal to support payment. Remember, if it isn't documented, it didn't happen. The Intake Form will pull forward previous information, but this information must be verified for accuracy.

BRIEF ANNOUNCEMENTS:

- Recipient Rights Training Fair Dates (posted on website and Process Alert)
- Scanner and Signature Pad distribution starting today. Contact Don Artman at 517-796-4508.
- Drop-In Centers (Jackson & Hillsdale) open all night Christmas Eve and all day Christmas.
- Behavior Treatment Plan Quality Improvement Team established to improve the process and timeliness in obtaining a behavior treatment plan for an individual. Case managers will be starting to collect supporting documentation as soon as behaviors increase. They will ask the home staff to begin collecting qualitative data on an "ABC" chart. This process is intended to decrease the amount of time the behavioral psychologist takes to collect supporting documentation and behavior frequency data.

NEXT MEETING: Tuesday, January 10, 2012 at 9:30 a.m. in the LifeWays Pine Room.