

Meeting Date: 6/25/2020 Phone Conference Only

\*Attendance by phone

- MSHN – Sandy Gettel\*
- MSHN – Sherrie Donnelly\*
- Bay Arenac – Sarah Holsinger\*
- CEI – Elise Magen\*
- Central – Kara Laferty\*
- Gratiot –Taylor Hirschman
- Huron – Levi Zagorski\*
- Lifeways – Gina Costa\*
- Montcalm – Sally Culey\*
- Newaygo – Andrea Fletcher\*
- Saginaw – Julie McCulloch\*
- Shiawassee –Becky Caperton\*
- The Right Door – Susan Richards\*
- Tuscola – Jackie Shillinger\*

Guests

- CEI – Bradley Allen\*
- Lifeways – Phillip Hoffman\*
- The Right Door – Jill Carter\*
- Bay-Arenac-Chris Tomczak
- Lifeways-Cassandra Watson
- Newaygo-Jeff Labun
- Saginaw-Holli Me

**KEY DISCUSSION TOPICS**

- 1) Welcome and introductions-
- 2) Review & Approvals
  - a. Approve Agenda
  - b. Approve Minutes
  - c. Review QIC Action Plan (Review follow up actions items)
- 3) Performance Improvement Project (s):
  - a. Diabetes Monitoring
- 4) Performance Measurement Updates-None
- 5) Project Development/Discussion
  - a. Performance Indicator Changes
  - b. Consumer Satisfaction Survey FY20
  - c. Policies/Procedures-Regional Oversight
  - d. Recovery Assessment Scale FY21
  - e. Veterans BH-TEDS Data-Narrative
- 6) Site Review Updates
  - a. HSAG PMV Review-Preliminary Results
  - b. MDHHS Waiver Reviews-Discussion
- 7) MDHHS/MSHN Updates
  - a. Training Grid FY21 Draft Review/Recommendations
  - b. MDHHS QIC Updates (Next Meeting June 3)
  - c. Corona Virus MSHN Website Review

✓ **KEY DECISIONS**

- 2) **Review & Approvals**-Meeting minutes and agenda approved with no changes. Review QIC Action Plan -All required items have been completed.
- 3) **Performance Improvement Project (s):**
  - a. Diabetes Monitoring – Draft Summary and Fishbone Diagram reviewed. MSHN did not meet the identified goal for CY19. Barriers include the timeliness and accuracy of data for CY19. Future barriers include the executive orders issues as a result of COVID for CY20. Additional intervention included a validation process to occur quarterly by MSHN. The Goal to coordinate and provide education related to consent to share to Primary Care Physician offices was met and discontinued. Feedback was not received from Medical Directors as a result of canceled meetings and earlier due date by HSAG.
- 4) **Performance Measurement Updates**-No updates
- 5) **Project Development/Discussion**

	<p>a. Performance Indicator Changes- Brief introduction to the decrease in performance. An additional analysis will occur to identify trends and determine if COVID had an impact on performance in March.</p> <p>b. Consumer Satisfaction Survey-CMHSPs shared current experiences. Newaygo has had success with phone surveys.</p> <p>c. Policies/Procedures-Reviewed and approved with the following changes: Recipients Rights Officer changed to Recipient Rights Staff the following policies and procedures: CMHSP Participant Monitoring and Oversight Procedure, Regional Monitoring and Oversight Procedure, Regional Monitoring and Oversight Policy. Changes made to reflect current process. Question related to the development of a standard form for the submission of the Adverse Benefit data was asked. It was suggested that this occur.</p> <p>d. Recovery Assessment Scale FY21-Project development to occur in August/September. This will be implemented in FY21 for individuals served.</p> <p>e. Veterans BH-TEDS-The Veterans BH-TEDS Narrative was reviewed. Areas for improvement were identified. Any needed action steps will be discussed in September.</p> <p><b>6) Site Review Updates</b></p> <p>a. HSAG PMV Review-HSAG PMV Remote Site Review occurred June 12. Follow up occurring by HSAG for additional clarification in process. Thanks to Lifeways stepping in at the last moment as a result of one CMHSP having to drop out due to emergency.</p> <p>b. MDHHS Waiver Reviews-No Discussion or questions.</p> <p><b>7) MDHHS/MSHN Updates-</b></p> <p>a. Training Grid Draft FY21-No recommendations for changes. Emphasis on the need to include only contractual requirements for training in the grid.</p> <p>b. MDHHS QIC- Next Meeting in August.</p> <p>c. Corona Virus MSHN Website Review-Reviewed website and process for obtaining answers to questions.</p>
<p>✓ <b>ACTION STEPS</b></p>	<ul style="list-style-type: none"> <li>• Provide feedback for the PIP by Monday June 29<sup>th</sup>.</li> <li>• Provide feedback for Policies and Procedures by Monday June 29 EOB.</li> <li>• CMHSPs submit the RSA Provider and Administrator Versions by June 30<sup>th</sup>.</li> <li>• CMHSPs administer the Consumer Satisfaction Surveys by July 31<sup>st</sup>.</li> <li>• Sandy to follow up with Customer Services related to the suggestion of a standardized format for Adverse Benefit Determination.</li> </ul>
<p>✓ <b>KEY DATA POINTS/DATES</b></p>	<ul style="list-style-type: none"> <li>• Consumer Satisfaction administration June 1-July 31.</li> <li>• RSA administration May 1-June 30, 2020</li> <li>• MSHN PIP Diabetes Monitoring due June 30, 2020.</li> <li>• MDHHS SUD and Waiver Review to begin July 13-August 21, 2020.</li> <li>• Next MSHN QIC Meeting: July 23, 2020 via zoom</li> <li>• Next BTPR Work Group: August 14, 2020 via zoom</li> <li>• BTPRC Data due July 31, 2020</li> </ul>