

SUD Provider Advisory Committee (PAC)

Monday, March 11, 2019; 1-3 pm

Mid-State Health Network

Meeting Minutes

Attendance:

Name	In-Person	On Phone	Absent
Amy Murawski			x
Autumn Ayala (last meeting)	x		
Daphne Hamburg	x		
Kim Thalison			x
Kimberle Kwasnick		x	
Patti Tygre	x		
Patty Seymour (last meeting)		x	
Rebecca Steenbergh	x		
Richard Simpson	x		
Sam Price	x		
Shannon Douglas	x		
Tonya Evans		x	
MSHN/Other:			
Carolyn Watters	x		
Dani Meier	x		
Jannifer Maino	x		
Jeanne Diver	x		
Jill Worden	x		
Melissa Davis	x		
Sandy Gettel	x		
Trisha Thrush	x		

PURPOSE: MSHN’s SUD Provider Advisory Committee is charged with serving in an advisory capacity to offer input to MSHN regarding SUD policies, procedures, strategic planning, monitoring and oversight processes, to assist MSHN with establishing and pursuing state and federal legislative, policy and regulatory goals, and to support MSHN’s focus on evidence-based, best practice service and delivery to persons served.

I. Introductions

Introductions were made.

II. Review and Approve Agenda

The agenda was approved as written.

- III. **Review and Approve 1/14/19 Minutes**
 - The minutes were approved as written.

- IV. **Updates from 1/14/19 PAC Meeting**
 - a. Membership
 - i. Rebecca Streenbergh – Sacred Heart, replacing Warren Levin
 - ii. Daphne Hamburg - Recovery Pathways, replacing Autumn Ayala
 - iii. Mary Ellen Johnson - Saginaw County Youth Protection Council, replacing Janelle Murray

- V. **GAIN Update** (Jannifer Maino/Trisha Thrush)
 - a. Jan and Trisha updated the members with the progress made re: GAIN.
 - i. Making progress, staff are signing up, there are monthly meetings.

- VI. **Credentials-Claims** (Carolyn Watters)
 - a. April 1, 2019 is the effective date of MSHN paying for the claims or not, dependent on providers updating their qualifications on REMI.
 - b. REMI notification of status will continue until April 1.
 - c. If providers do not submit their claims or do not meet requirements, they will not be reimbursed.

- VII. **SUD PAC Webpage** (Carolyn Watters)
 - a. The webpage for SUD PAC is being developed.
 - b. Members discussed what should be on the SUD PAC Webpage. MSHN suggested the names and email addresses of all members is to be posted. More discussion ensued with the following information suggested to be posted on the SUD PAC Webpage:
 - i. Agendas, minutes, charter, contact list, calendar, past minutes. Jeanne to send the link to the Webpage (located [here](#)).
 - ii. Jeanne to send the SUD PAC contact list to members to review and update. Members to inform if they want their cell phone numbers listed.
 - iii. Patti Tygre asked who to contact when she cannot find a document on MSHN's website and if there is a 'search' feature to find documents. MSHN is in the process of creating the 'search' feature for its website.

- VIII. **Training Review Procedure** (Carolyn Watters)
 - a. MSHN is still evaluating and developing training requirements.
 - b. No later than March 1st of each year, the training grid and training glossary will be sent to the Chief Clinical Officer of SUD services for review. Recommendations (new, eliminate, modify) along with rationale shall be submitted to the Provider Network no later than March 31st.
 - c. PAC members will review training recommendations.
 - d. Changed procedure will be posted on MSHN's website and via Constant Contact.
 - e. Will continue to monitor for compliance via site reviews.
 - f. There were no objections from the members. Carolyn will move forward with the approval process for this procedure.
 - g. Sam shared that the providers are not always involve in the changes.

- IX. **Provider Workforce** (Carolyn Watters)
- a. MSHN would like feedback on holding forums on key issues related to wellness/self-care, trauma (including secondary trauma and compassion fatigue), workforce safety, attraction and retention. MSHN will hold up to 6 forums to identify concerns and respond to them.
 - b. Members were asked to let Carolyn know if they were interested in participating.
 - c. Carolyn to keep members up to date.
- X. **Annual Contract Review Procedure** (Carolyn Watters)
- a. Recommended changes are based on changes made by the MDHHS/other contractual changes.
 - b. Providers will receive a summary of contract changes.
 - c. A final version will be posted to MSHN's website for review.
 - d. At the May meeting, members will provide their feedback.
 - e. Information on the change log, tracked change version, and final version will be sent to providers via the Constant Contact.
 - f. Members were asked to provide recommended changes to Carolyn.
 - g. The procedure states, "...the SUD Advisory Group will review summary of changes and provide input as necessary." Carolyn will correct the statement to be "...the SUD Provider Advisory Group..."
- XI. **Provider Network Communication with PAC** (Jill Worden/Trisha Thrush)
- a. MSHN realizes providers are sometimes a little hesitant to voice their opinion and asks if, at the end of the Break-out Sessions at the SUD Provider meetings, one or two PAC members would volunteer to meet with the groups and discuss what could be brought back to the SUD PAC. Information would come to MSHN via the SUD PAC meeting.
 - b. Autumn Ayala and Daphne Hamburg (Autumn's replacement), Tonya Evans, and Shannon Douglas volunteered to lead discussions with the Treatment providers. Jill to ask Prevention members for a volunteer.
 - c. Members thought it was a good idea.
 - d. Melisa shared her PAC Question and Answer excel spreadsheet.
 - i. Members may provide feedback using this method.
 - ii. This document will be posted on Box for any updates.
- XII. **Recovery Self-Assessment (RSA-R) Implementation** (Sandy Gettel)
- a. MSHN is now required to have 2 performance improvement projects. The Recovery Self-Assessment (RSA) is one of them.
 - b. It was determined that the questions on the SUD client satisfaction survey were duplicative or similar, so MSHN may decide to use only the RSA.
 - c. Looking to implement administrative, provider, and persons in recovery versions.
 - d. A survey monkey will be available for all surveys.
 - e. Looking at the month of May to survey the administration, providers, and persons in recovery.
 - f. The persons in recovery survey questions may be built into the clinical survey process or providers may provide a separate survey. A template would be used to submit the data to MSHN.
 - g. Paper, electronic, or survey monkey options are available for the persons in recovery version.

- h. Sam asked if there was validity to survey quarterly with treatment plans. Sandy explained there was not a lot of change observed.
 - i. Withdrawal management (Detox), residential, outpatient, intensive outpatient, medication-assisted treatment (MAT), recovery housing, peer & case management services will be surveyed.
 - j. Separate into primary levels of care first and if necessary to delve deeper, MSHN can do this.
 - k. Sam asked if a person should be involved in the system for a certain time period. There is no specific time frame of services that a consumer should receive services before being surveyed.
 - l. It is acceptable to offer the survey at each level of care, no matter if at the same provider. A consumer may always receive the opportunity to decline.
 - m. May use the month of May to gather the information. Providers are to consider whether to survey all year round or just provide in the month of May. Shannon recommended to survey throughout the year to incorporate into their processes.
 - n. Members were asked to provide their feedback or questions to Sandy Gettel soon after the SUD Provider meeting on March 21, 2019.
- XIII. **Performance Indicators** (Sandy Gettel)
- a. Sandy clarified the performance indicator reporting process and noted the indicator that is in need of improvement is 4b: clients admitted to a follow-up provider within 7 days of detox discharge.
 - b. Providers will have access to see the results of the indicators that are sent to the state through a summary analysis.
 - c. A frequently asked document has been created with scenarios to assist providers in correctly entering their data information into REMI. Instructions and a training video are also available on REMI.
- XIV. **Invite for SUD Treatment Review Standards Provider/Reviewer Guidelines Development Meeting**
(Directly following the PAC Meeting) (Melissa Davis)
- a. Patti Tygre and Melissa will meet after today's SUD PAC meeting to look for samples for training opportunities, reliability, etc. Members can look at the standards and let Melissa know their feedback.
 - b. This includes QAPI and MEV reviews.
 - c. Sam shared that the reviews are different and one feels more collaborative and the other one feels punitive. He added that the experience is so dramatically different when it is from the same PIHP. For example: treatment plan signature with QAPI - provider is given 3-4 days grace period for compliance and with MEV, it is hard, fast, cold with monies taken back. There is need for reasonableness.
- XV. **Improving Provider Satisfaction (Survey Results)** (Carolyn Watters/Melissa Davis)
- a. Removed some of the demographic questions from the survey, as this was a concern from the prior year.
 - b. Received more survey responses (92) overall.
 - c. Next year's survey will be revised for clarity to providers.
 - d. Some changes were made based on past surveys, such as a new MSHN website, regional trainings (REMI, customer services, trauma informed, treatment planning, credentialing,

new authorization process, etc.) were provided, more technical assistance was provided, etc.

- e. An action plan was created specific to each departments' areas. Status on the action plan will be brought back to this committee.
- f. Members can provide feedback to Jill, Melissa, Jeanne, Dani, or Carolyn by March 18.

XVI. **PAC Member Provider Q & A** (Melissa Davis)

- a. See XI. above.

XVII. **Provider Workforce Attraction and Retention** (Carolyn Watters)

See IX. Provider Workforce above.

XVIII. **ASAM LOC Designation Enrollment Process** (Carolyn Watters)

- a. The enrollment process is required every two years. The next enrollment process is due next month. MSHN will be sending a communication informing providers what the process will be and the deadline dates.
- b. The clinical team reviewed the applications during the initial review two years ago and this reduced any State-denied applications with only a handful of those that were provisionally approved. The State was thankful for the process of submitting the applications to MSHN, MSHN reviewing and corresponding with providers and then submitting reviewed applications to the State.
- c. Members are asked to provide feedback on this process to Carolyn by Wednesday, March 13.

XIX. **Other/Current Issues** (Members)

XX. **Agenda Items for Next Meeting**

NEXT MEETING:
MSHN Suite E
1-3 pm
Monday, May 13, 2019