

**Meeting: Quality Improvement (QI) Council**

**Meeting Date:** May 25, 2017

**Attendees:**

Attended in Person: BABH, CMHCM, CEI, Gratiot, MCN, Nawaygo, Shiawassee and Tuscola

Attended by Phone: CEI, Huron, LifeWays, and Saginaw

MSHN Staff: Joe Wager (In Person), Todd Lewicki (In Person), Kim Zimmerman (In Person), Jill W. (Phone)

Not Present: Right Door

**KEY DISCUSSION TOPICS**

- Review & approve minutes
- Review & approval of agenda for today's meeting
- Review follow up action items/action plan
- Performance Measures Update
- Retained Contract Functions Update
- Performance Improvement Project (s)
- Policy/Procedure Review
- Follow up After Hospitalization Review
- Managed Care Rules
- Information Items
- Updates: MSHN, Council & Committee Updates

✓ **KEY DECISIONS**

- Review & Approve Minutes- The minutes from 04/27/17 were approved as submitted
- Review & approval of agenda for today's meeting- The agenda was approved with 2 additions
- Review follow up action items/action plan- Reviewed the action items from last meeting
- Performance Measures Update
  - ✓ FY17 Q2 Performance Indicator Summary Report: Due in June
  - ✓ FY17 Q2 Behavior Treatment Review Summary Report: Due in June
  - ✓ MHSIP and YSS Summary Review: Due in June
- Retained Contract Functions Update:
  - Critical Incident Summary Report Reviewed for FY17 Q2
  - CMHSP's will discuss local review process, to include training, interventions, etc. during the next review in August
- Performance Improvement Projects
  - ✓ RAS/RSA
    - Summary Report will be reviewed during July
  - ✓ HEDIS Measure
    - Barriers and Interventions were reviewed
    - It was agreed that we should continue with the current interventions as they are showing positive results
    - Kim will seek clarification from HSAG on some questions for the next report which will be due in July
    - A draft HSAG summary report will be completed and sent out by email for the group to review, edit and approve during the June meeting
- Policy/Procedure Review:
  - ✓ Setting Performance Targets Draft Policy was reviewed
    - It was recommended that this become part of the QAPIP versus a stand alone policy or procedure
  - ✓ All Compliance policies and procedures are due for review in August

	<ul style="list-style-type: none"> <li>Follow Up after Hospitalization Review <ul style="list-style-type: none"> <li>✓ All received questions and concerns were reviewed and will be combined into one FAQ and distributed</li> <li>✓ The data will be reviewed in June</li> </ul> </li> <li>Managed Care Rules Tracking Matrix: <ul style="list-style-type: none"> <li>✓ Updates were reviewed as they pertained to the changes in grievance and appeals and customer service requirements</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li><b>ACTION/INPUT REQUIRED</b></li> </ul>	<ul style="list-style-type: none"> <li>Action Plan: <ul style="list-style-type: none"> <li>✓ FY17 Q2 PI data is due by June 1<sup>st</sup></li> </ul> </li> <li>Performance Measures <ul style="list-style-type: none"> <li>✓ Satisfaction Surveys: MHSIP and YSS: Summary reports will be reviewed during the June meeting</li> <li>✓ FY17 Q2 BTR Summary Report will be reviewed during the June meeting</li> </ul> </li> <li>Retained Contract Update: <ul style="list-style-type: none"> <li>✓ Critical Incident Reporting: <ul style="list-style-type: none"> <li>• During the next review, each CMHSP will provide information on how they are analyzing the data locally and this will include training, interventions, etc.</li> </ul> </li> </ul> </li> <li>Performance Improvement Projects: <ul style="list-style-type: none"> <li>✓ HEDIS Measure: <ul style="list-style-type: none"> <li>• A draft of the HSAG Summary Report will be completed and sent out to the group to be reviewed, edited and approved during the June meeting</li> </ul> </li> </ul> </li> <li>Policy and Procedure Review: <ul style="list-style-type: none"> <li>✓ All Compliance policies and procedures will be sent out to QIC in word format</li> <li>✓ Draft Setting Performance Targets Policy: <ul style="list-style-type: none"> <li>• The recommendation of the council will be taken back to MSHN</li> </ul> </li> </ul> </li> <li>QIC Scorecard <ul style="list-style-type: none"> <li>✓ Data will be reviewed in June</li> </ul> </li> <li>Follow up after Hospitalization Review <ul style="list-style-type: none"> <li>✓ The additional questions and concerns will be combined with the previous FAQ and redistributed</li> </ul> </li> <li>Additional Information: <ul style="list-style-type: none"> <li>✓ DMC Site Review: Standard 13.3 <ul style="list-style-type: none"> <li>• A standardized format will be developed for review</li> </ul> </li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>✓ <b>KEY DATA POINTS/DATES</b></li> </ul>	<ul style="list-style-type: none"> <li>Next Meeting: June 22, 2017</li> </ul>