

<p><b>Attendees:</b></p> <ul style="list-style-type: none"> <li>☒ MSHN – Sandy Gettel</li> <li>☒ MSHN- Paul Duff</li> <li>☒ MSHN- Joe Wager</li> <li>☒ BABH –Sarah Holsinger</li> <li>☒ CEI – Elise Magen</li> <li>☒ CEI – Shaina McKinnon</li> <li>☒ CEI – Bradley Allen</li> <li>☒ CEI – Kaylie Feenstra</li> <li>☒ Central -Jenelle Lynch</li> <li>☒ GIHN –Taylor Hirschman</li> <li>☒ Huron – Levi Zagorski</li> </ul>	<ul style="list-style-type: none"> <li>☒ Lifeways –Phillip Hoffman</li> <li>☒ Lifeways-Emily Walz</li> <li>☒ MCN – Sally Culey</li> <li>☒ MCN- Joe Cappon</li> <li>☒ Newaygo – Jeff Labun</li> <li>☒ SCCMH- Holli McGeshick</li> <li>☐ SCCMH-Bo Zwingman-Dole</li> <li>☒ SHW-Amy Phillips</li> <li>☒ SHW- Becky Caperton</li> <li>☒ TBHS – Josie Grannell</li> <li>☒ The Right Door- Susan Richards</li> <li>☒ The Right Door –Jill Carter</li> </ul>	<p style="text-align: center;"><b>KEY DISCUSSION TOPICS</b></p> <ol style="list-style-type: none"> <li>1. Review &amp; Approvals</li> <li>2. Consent Agenda</li> <li>3. Performance/Process Improvement</li> <li>4. Standing Agenda Items</li> </ol> <p style="text-align: center;"><a href="#">May Meeting Packet</a></p>
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	<ol style="list-style-type: none"> <li>1) Review &amp; Approvals (9:00)             <ol style="list-style-type: none"> <li>a. Meeting minutes were approved.</li> <li>b. No additions to the agenda.</li> </ol> </li> <li>2) Consent Agenda-the consent agenda was approved. The documents will be finalized and included in the Operations Council Packet. No items removed for discussion.             <ol style="list-style-type: none"> <li>a. MSHN Critical Incident Performance Summary FY24Q1 (Approved)</li> <li>b. MMBPIS Project Description (Approved Updates)</li> <li>c. MMBPIS FY24Q1 Performance Summary (Approved)</li> <li>d. BTPR Performance SummaryFY24Q2 (Accepted-will be distributed to BTPRC Workgroup)</li> </ol> </li> <li>3) Performance/Process Improvement-9:10             <ol style="list-style-type: none"> <li>a. Review and update access and disparity barriers (Fishbone) and interventions.                 <p>The data analysis indicates the population focus for access and disparities is children with a mental illness. CEI demonstrated an increase in access, performance rate and reduction of disparity. CEI and MCN shared the changes to their process related to outreach.</p> <p>The Fishbone Diagram was updated to include feedback provided by the QIC</p> <ul style="list-style-type: none"> <li>• Additional barriers include-Not recognizing the need for a DEI plan. Staffing needs and the inability to respond to the increase in individuals served. Specific barriers for children include family childcare so that families can come in for treatment, the hours available to accommodate the after-school requests(even when offering appointment times until 7:00 and Saturdays), the wait time for ABA requests and families not wanting services until the Autism assessment has been completed and has identified the needs. Race and ethnicity is obtained from the enrollment file, consistent with how MDHHS calculates the race and ethnicity rate. The unknown category impacts the performance rate. This information is not tied to the BH-TED race/ethnicity fields. The CMHSPs are unable to impact the “unknowns” within this file. The completion of a comparison to the Race/Ethnicity in the BH TEDS is recommended.</li> </ul> </li> </ol> </li> </ol>
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	<ul style="list-style-type: none"> <li>• Effective Interventions: Access staff providing appointment reminder phone calls, and ensuring the individual has resources to attend the appointment (transportation etc); provision of financial/ employment incentives for bachelor's level to obtain their MSW; student loan payments; incentives for interns; relationships with universities for internship programs; teach back process for engaging individuals.</li> <li>• Differences and gaps of DEI, cultural competency was discussed. DEI is focused on internal staff/organization, but not how to engage the community, cultural competency includes the skills to respond to differences in the individuals served.</li> </ul> <p>4) Standing Agenda Items/Open Discussion-10:30</p> <ol style="list-style-type: none"> <li>a. <a href="#">MDHHS QIC/PIHP Quality Workgroup Updates</a> –No meeting in May. Request for Updates and Agenda items to be sent to MDHHS for June meeting include: Updates to Behavioral Health Quality Program, including the status of MMBPIS in FY25. CRM-CIRS Recommendation to allow the submission of Overdose attempts and deaths, required for CCBHC QI. The Final Rule update regarding Quality, Access, Finance.</li> <li>b. External/Internal Site Reviews-Will the CMHSPs CAP for the MSHN DMC review also be used if MDHHS requires a CAP for the same item? What is there is a variance in the findings between MSHN and MDHHS? These will be passed on to Amy D. The new process will be evaluated for needed changes to ensure requirements are met and efficiencies created. Positives were received regarding Amy's facilitation and coordination of the new process for the MDHHS review.</li> <li>c. BH-TEDS Updates (Holli)- Changes are being discussed in the BH-TEDS workgroup related to Guardianship fields and residential fields. Dangling admissions that are no longer part of the CMHSP provider network can be annotated and sent to Shyam and Steve.</li> <li>d. National Core Indicator Advisory Council (Andrea)-April Advisory Meeting notes have not yet been received.</li> <li>e. Conferences/Trainings-A few QIC reps were unable to attend. The meeting handouts will be downloaded and placed in a folder for QIC review. Dennis Seargent presented on PDSA, Control Charting. He sent an email with information related to the tools, and trainings available on the Demining Institute Website. This will be forwarded.</li> <li>f. Other –</li> </ol>
<b>ACTION STEPS</b>	<ul style="list-style-type: none"> <li>• MSHN to update the Fishbone Diagram and review with internal PIP team. The PIP Summary and Fishbone will be distributed for final discussion in June.</li> </ul>
<b>KEY DATA INTS/DATES</b>	<ul style="list-style-type: none"> <li>• MDHHS QIC June 5<sup>th</sup> 10-12</li> <li>• MSHN Data Analytics June 11<sup>th</sup></li> </ul>