

Council, Committee or Workgroup Meeting Snapshot

Meeting: Regional Consumer Advisory Council

<p>Meeting Date: June 8, 2017</p> <p>MSHN Representatives: 17 members attended in person (1 attended by phone), K. Zimmerman (MSHN), Dan Dedloff (MSHN), Amanda Horgan (MSHN)</p>	<p>KEY DISCUSSION TOPICS</p> <ul style="list-style-type: none"> Welcome & Introductions MSHN Information Items: <ul style="list-style-type: none"> 298 Update Balanced Scorecard FY17 Q1 Behavior Treatment Summary Report FY17 Q1 PI Report FY16 Q3 & Q4 Grievance and Appeal Report MHSIP/YSS Surveys MSHN Discussion and Feedback Items
<p>✓ KEY DECISIONS</p>	<ul style="list-style-type: none"> Approval of the Agenda for June 8, 2017 (Handout #1) without additions <ul style="list-style-type: none"> Review Minutes & Follow-up Items from April 21, 2017 (Handout #2): Minutes approved as written MSHN Informational Items: <ul style="list-style-type: none"> 298 Update: Amanda Horgan <ul style="list-style-type: none"> Provided updates on the 298 and answered questions Balanced Scorecard: Amanda Horgan <ul style="list-style-type: none"> Reviewed the scorecard, focusing on issues pertaining to customer care and services FY17 Q1 Behavior Treatment Summary Report (Handout #4): Kim Zimmerman <ul style="list-style-type: none"> Data continues to remain consistent from quarter to quarter with some slight variations The QIC continues to discuss ways to improve the review and analysis of the data The sub-committee will be meeting again to review the process and make suggestions for improvements FY 17 Q1 Performance Indicator Summary Report: (Handout #5): Kim Zimmerman <ul style="list-style-type: none"> Quarterly review for CMH and SUD Providers shows timeliness and access to services MSHN met the established standards 1 CMHSP fell below the standard for one indicator We continue to work on improving the analysis of the data and our quality improvement efforts FY16 Q3 & Q4 Grievance and Appeal Summary Report: (Handout #6): Kim Zimmerman <ul style="list-style-type: none"> Review of appeals and grievances from CMHSP's and SUD providers Data continues to be consistent and is reviewed semi-annually by the CS Committee for areas of improvement MHSIP/YSS Surveys: Dan Dedloff <ul style="list-style-type: none"> The 2016 survey summary report for the MHSIP (Mental Health Statistics Improvements Program) and the YSS (Youth Satisfaction Survey) Both surveys are required by the Michigan Department of Health and Human Services (MDHHS) and are administered annually to programs that are identified by the Michigan Quality Improvement Council. The MHSIP is administered to consumers receiving services from the Assertive Community Treatment (ACT) Team and the YSS is administered to the Home Based Services. The surveys are voluntary and the consumer/family can decline to participate MHSIP has seven domains: General Satisfaction, Access to Care, Quality/Appropriateness of Care, Participation in Treatment, Outcomes of Care, Functional Status, and Social Connectedness. YSS has six domains: Quality and Appropriateness (satisfaction with service), Access to Care, Family Participation in Treatment Planning, Outcomes of Care, Cultural Sensitivity of Staff, and Social Connectedness. The responses for each domain were reviewed, along with the response rates The group provided input that will be shared with the CSC and QIC groups during their review
<p>✓ ACTION/INPUT REQUIRED</p>	<ul style="list-style-type: none"> Future Agenda Items: <ul style="list-style-type: none"> Items to be communicated to Kim or Council Chair
<p>✓ KEY DATA POINTS/DATES</p>	<ul style="list-style-type: none"> Next meeting scheduled for August 11, 2017: 12:30-3 Gratiot CMH