

<p><b>Attendees:</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> MSHN – Sandy Gettel</li> <li><input type="checkbox"/> MSHN- Amy Dillon</li> <li><input checked="" type="checkbox"/> BABH –Sarah Holsinger</li> <li><input type="checkbox"/> CEI – Elise Magen</li> <li><input checked="" type="checkbox"/> CEI – Shaina McKinnon</li> <li><input checked="" type="checkbox"/> CEI – Bradley Allen</li> <li><input checked="" type="checkbox"/> CEI – Kaylie Feenstra</li> <li><u>Michael Gardyko</u></li> <li><input checked="" type="checkbox"/> Central -Jenelle Lynch</li> <li>Alysha Burns</li> <li><input checked="" type="checkbox"/> GIHN –Taylor Hirschman</li> <li><input type="checkbox"/> Huron – Levi Zagorski</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Lifeways –Phillip Hoffman</li> <li><input type="checkbox"/> Lifeways-Emily Walz</li> <li><input type="checkbox"/> MCN – Sally Culey</li> <li><input checked="" type="checkbox"/> MCN- Joe Cappon</li> <li><input checked="" type="checkbox"/> MCN Melissa MacLaren</li> <li><input checked="" type="checkbox"/> Newaygo – Andrea Fletcher</li> <li><input checked="" type="checkbox"/> SCCMH-Holli McGeshick</li> <li><input checked="" type="checkbox"/> SCCMH-Bo Zwingman-Dole</li> <li><input checked="" type="checkbox"/> SHW-Amy Phillips</li> <li><input type="checkbox"/> SHW- Becky Caperton</li> <li><input checked="" type="checkbox"/> TBHS – Josie Grannell</li> <li><input type="checkbox"/> The Right Door- Susan Richards</li> <li><input checked="" type="checkbox"/> The Right Door –Jill Carter</li> <li><input type="checkbox"/> Paul Duff-MSHN</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. Performance/Process Improvement</li> <li>3. Annual Planning</li> <li>4. Standing Agenda Items</li> <li>5. CCBHC 11:00-12:00 <a href="#">September Meeting Packet</a></li> </ol>
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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. Approved meeting minutes for 20240822.</li> <li>b. Approved agenda.</li> </ol> </li> <li>2) Performance/Process Improvement-9:05             <ol style="list-style-type: none"> <li>a. MDHHS Waiver Review CAP discussion- Sarah from BABH opened discussion regarding the integration of the periodic review and addendum.                 <ul style="list-style-type: none"> <li>• A recommendation was made and accepted to form a work group to review current processes and develop a process for integrating the periodic review with the addendum. Areas to consider are include but are not limited to IPOS review, under, overutilization, and authorizations. This would be a cross functional group with subject matter experts to include quality, clinical and IT as necessary based on the topics and internal CMHSP process. The following CMHSPs volunteered to participate: BABH, GIHN, CMCMH, SCCMHA, SHW, and the Right Door. Others who are interested should contact Sandy or Sarah.</li> </ul> </li> <li>b. PIP Interventions – Concerns were identified related to the current PIP and interventions required. Overall barriers include the variances within each of the 12 CMHSPs. This makes it difficult to standardize implementation of regional interventions. The group engaged in a discussion of barriers for this process and the current interventions. Each CMHSP has a different process for training staff. NCMH is in the process of incorporating this into their organizational training in Relias. The following will be recommended:                 <ul style="list-style-type: none"> <li>• Discuss PIP interventions more actively throughout the year, prior to development.</li> <li>• Identify a clear process for improvement throughout MSHN</li> <li>• Teach back method training- Include standardized training for all CMHSPs to use. Sandy will reach out to MSHN Leadership obtain more information of what is needed to incorporate this into a regional training in Relias to ensure consistency and improve the validity of the intervention</li> </ul> </li> <li>c. <a href="#">Approve the BH TEDS QI Project Charter</a> – Charter was approved. An email will be sent out to initiate the workgroup.</li> </ol> </li> </ol>
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- d. Satisfaction Survey Results-Results were posted on Wednesday. QIC should review the data, request additional information, if needed, and prepare to identify local interventions and participate in a discussion of proposed regional interventions in October.
- e. BH Quality Program-A summary of the new measures and evaluation of regional impacts are included in the meeting packet for review. The document is draft and will be updated as new information becomes available from MDHHS.
- f. Critical Incidents – MDHHS Revised Policy-Policy was distributed with the contract. Clarification was not received related to the SUD reporting timelines and events. The current system available for reporting SUD events do not allow for reporting of the required events. MSHN will follow up for more information on the specifications to ensure these can be developed within the reporting system and a process for reporting/monitoring can be developed.
  - Status of Development in EMR/REMI-In progress
  - Remediations needed- Sandy to reach out to those who have current outstanding remediations in the region. Two CMHSP require follow up for a medication error and others for timeliness of EMT and unknown deaths.
- g. Report Development Needed/Data Analytics-Critical Incidents, MMBPIS, Disparities-None at this time
- h. Other-The group had a discussion about the PCE Summit and PCE User Groups, and benefits of sharing information about current processes within both Streamline and PCE. There is much interest in considering a regional PCE users' group to assist with efficiencies.
  - QIC members shared information from the PCE Summit and User Groups available to ensure all needed information has been received.
  - QIC recommends consideration of the development of a MSHN PCE User group to discuss current processes available and develop regional efficiencies through standardization.
  - The PIHP Quality Workgroup to discuss current development in other PIHP/CMHSP systems throughout Michigan.

### 3) Annual Planning

- a. QIC Committee/Council Survey Results- Will be distributed prior to the next meeting for review and to incorporate findings into annual planning.
- b. [QIC Charter](#)-Reviewed changes and requesting feedback. Will approve next month.
- c. [QIC Annual Report of Effectiveness](#) -Reviewed status of current objectives and potential new objectives. Feedback can be received via email or during discussion with approval in October.

### 4) Standing Agenda Items/Open Discussion-10:30

- a. [MDHHS QIC Updates](#) – (Sandy) Canceled in August. Next meeting is October 2<sup>nd</sup> at 10:00.
- b. Data Analytics Workgroup-(Jill) Provided an overview of the work that is being completed. Requesting feedback of what areas are a priority for the QIC group to ensure Quality feedback is represented. Currently Jill (TRD), Emly (Lifeways), and Sandy (MSHN) are QIC reps. A change was requested for Bo Zwingman (SCCMHA) to replace Emily due to competing priorities. We thank Emily for participating and welcome Bo to the group.
- c. PIHP Quality Workgroup-Sandy-No immediate updates to share-defer to next month.
- d. Critical Incident Leads Workgroup-Canceled in September.
- e. [Customer Services Committee Meeting Minutes](#) -In folder for your review
- f. [BH-TEDS Updates](#)-(Holi)- No updates discussed due to time-Defer to next month.
- g. National Core Indicator Advisory Council-(Andrea) Provided an update related to the NCI Survey that was distributed for feedback. The NCI council reviewed feedback from the survey that was disseminated to the CMHSPs; there was mostly feedback from liaisons and case managers. Biggest challenges included: finding time, clients understanding the need for the

	<p>survey, engaging clients in the survey and staff not understanding their role. Based upon feedback they will be creating materials specific to each role and creating a short video “ad” that describes the survey process. Surveys will be virtual this year (face to face virtually). They will be doing the \$25.00 gift card incentive again this year, where participants have the chance to win \$25.00 gift card through a weekly random drawing upon completion of the survey.</p> <p>5) CCBHC-11:00</p>
<b>ACTION STEPS</b>	<p>Sandy to reach out to those who have current outstanding remediations in the region.</p> <p>BH-TEDS work group to commence.</p> <p>IPOS/Periodic Review/Addendum work group to be initiated.</p> <p>Recommendations for MSHN PCE User Group to be forwarded to Leadership</p>
<b>KEY DATA INTS/DATES</b>	<ul style="list-style-type: none"> <li>• MDHHS QIC October 2<sup>nd</sup> 10-12</li> <li>• Data Analytics October 8<sup>th</sup> 1-2.</li> <li>• Improving Outcomes Conference December 4-6 Dearborn, Mi.</li> </ul>