



Council, Committee or Workgroup Meeting Snapshot

Meeting: Quality Improvement (QI) Council

Meeting Date: 11/16/2023 10:30-12:00

**Attendees:**

- MSHN – Sandy Gettel
- MSHN- Amanda Ittner
- BABH –Sarah Holsinger
- CEI – Elise Magen
- CEI – Shaina McKinnon
- CEI – Bradley Allen
- CEI – Kaylie Feenstra
- Central –Kara Laferty  
Jenelle Lynch
- GIHN –Taylor Hirschman
- GIHN – Pam Fachting
- Huron – Levi Zagorski

- Lifeways –Phillip Hoffman
- Lifeways-Emily Walz
- MCN – Sally Culey
- MCN- Joe Cappon
- Newaygo – Andrea Fletcher
- SCCMH- Saginaw-Holli McGeshick
- SCCMH-Bo Zwingman-Dole
- SHW-Amy Phillips
- SHW- Becky Caperton
- TBHS – Sheila Canady (Temp)
- The Right Door- Susan Richards
- The Right Door –Jill Carter

**KEY DISCUSSION TOPICS**

1. Review & Approvals
2. Consent Agenda
3. Performance/Process Improvement
4. Annual Planning
5. Standing Agenda Items  
[November Meeting Packet](#)

- 1) Review & Approvals (10:30)
  - a. [October 26, QIC Snapshot](#) approved with no edits
  - b. Agenda approved with Annual Planning deferred.
- 2) Consent Agenda-Consent agenda approved. No discussion
  - a. Member Experience of Care FY23 Annual Report-Add Local Interventions to the QIC QIP Tab
  - b. [MDHHS Comprehensive Quality Strategy](#)
- 3) Performance/Process Improvement-10:35
  - a. Network Adequacy Assessment-Update on the status of the FY23 NAA.  
Amanda Ittner provided a status update of the NAA. The NAA is completed annually, with a due date of February 28<sup>th</sup>. A recommendation had been made for an extended due date of April/May and completion everyone other year to allow for action to be completed. This has not been formally changed at this time. MDHHS has indicated a template is being developed, this has not been published yet. FY23 is being updated. Once the data tables are updated, a review will occur in relevant regional committees.
  - b. Critical Incident Reporting (CIR)-
    - Review the evaluation of the CIRS Pilot and make decision about next steps.  
Three CMHSPs have been completing remediation directly in the CIRS/CRM. Seventy-four of seventy– five have been completed. No issues reported by 2 of them, the third has experienced some technical glitches. Direct entry eliminates completion of the form and the need to pass information through to the PIHP for entry. A decision will be made once the

	<p>paper process has been completed. The due date for the remediation has been extended to November 22, no later than November 29. An inquiry has been made to PCE for development of an electronic process.</p> <ul style="list-style-type: none"> <li>• Review the Event Reporting Procedure Draft. The procedure was reviewed and will be finalized following the remediation lunch and learn.</li> </ul> <p>4) Annual Planning -Deferred.</p> <ol style="list-style-type: none"> <li>a. QAPIP Report /Plan – Review Draft Report and Plan (Defer)</li> <li>b. Meeting Schedule-Decide if date and time needs to change for FY24 -Need more information about conflicting meetings on the third and 4<sup>th</sup> Thursday of the month. Sandy will reach out directly to CMHSPs.</li> </ol> <p>5) Standing Agenda Items/Open Discussion-11:20</p> <ol style="list-style-type: none"> <li>a. <a href="#">MDHHS QIC Updates</a> – Discussed the MMBPIS code book changes and the MDHHS released FAQ. Documents will need to be updated to reflect new standards. MDHHS is reviewing performance measures as part of the Quality Management Program changes. It has been indicated that the current indicators may be discontinued as the state moves to more validated standardized measures.</li> <li>b. Site review updates/reports – CMHSP inquired about the status of the use of ranges. Discussion of how many have discontinued the use of ranges occurred. A request was made by the CMHSP of the final ruling by MDHHS on the appeal for the citation issued by the MDHHS Federal Compliance Site Review Team. See Operations Council Key Decisions from 2023-01 and 2022-03-20 included in the packet.</li> <li>c. <a href="#">BH-TEDS Updates</a>-(Hollis)-The latest version was released yesterday. No additional updates.</li> <li>d. National Core Indicator: No discussion</li> <li>e. Other –No discussion</li> </ol>
<b>ACTION STEPS</b>	<ul style="list-style-type: none"> <li>• CMHSPs update critical incident submissions and complete remediation forms if applicable. 11/22/2023.</li> <li>• CMHSP review satisfaction survey results and identify causal factors and interventions. 11/30/2023.</li> <li>• MSHN/Sandy to send out QAPIP Plan and Report DRAFT next week.</li> </ul>
<b>KEY DATA INTS/DATES</b>	<ul style="list-style-type: none"> <li>• MDHHS QIC December 6 10-12</li> <li>• Improving Outcomes Conference December 7-8</li> <li>• QIC December 21 10-12</li> </ul>