

<u>Attendees:</u>		<u>Guests</u>		<b>KEY DISCUSSION TOPICS</b>
<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> MSHN – Sandy Gettel</li> <li><input checked="" type="checkbox"/> Bay Arenac –Sarah Holsinger</li> <li><input checked="" type="checkbox"/> CEI – Elise Magen</li> <li><input type="checkbox"/> Central –Kara Laferty</li> <li><input checked="" type="checkbox"/> Gratiot – Taylor Hirschman</li> <li><input type="checkbox"/> Huron – Levi Zagorski</li> <li><input checked="" type="checkbox"/> Lifeways –Phillip Hoffman</li> <li><input checked="" type="checkbox"/> Montcalm – Sally Culey</li> </ul>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Newaygo – Andrea Fletcher</li> <li><input checked="" type="checkbox"/> Saginaw-Holli McGeshick</li> <li><input type="checkbox"/> Shiawassee –Becky Caperton</li> <li><input checked="" type="checkbox"/> Tuscola – Jackie Shillinger</li> <li><input checked="" type="checkbox"/> The Right Door- Susan Richards</li> </ul>	<ul style="list-style-type: none"> <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><input checked="" type="checkbox"/> Central Jenelle Lynch</li> <li><input type="checkbox"/> The Right Door –Jill Carter</li> <li><input checked="" type="checkbox"/> SCCMH-Bo Zwingman-Dole</li> <li><input checked="" type="checkbox"/> MSHN-Joe Wager</li> </ul>	<ol style="list-style-type: none"> <li>1. Review &amp; Approvals               <ol style="list-style-type: none"> <li>a. Agenda/ Meeting minutes</li> <li>b. Review of follow up action items/QIC action plan</li> </ol> </li> <li>2. Consent Agenda</li> <li>3. Performance Monitoring</li> <li>4. Annual Planning</li> <li>5. Performance/Process Improvement</li> <li>6. Standing agenda items</li> <li>7. Open Discussion</li> </ol>	
<p><b>KEY DECISIONS</b></p>	<ol style="list-style-type: none"> <li>1) Review &amp; Approvals           <ol style="list-style-type: none"> <li>a. Meeting minutes from February were approved with no edits. No additions to the agenda.</li> <li>b. Consent Agenda- No consent agenda</li> </ol> </li> <li>2) Performance Monitoring           <ol style="list-style-type: none"> <li>a. FUH-Performance Based Incentive Payment Measure. The following actions are occurring for the FUH: data validation, disparity summary for CY22, additional reports being built to support FUH activities. Questions and concerns related to the data in ICDP were discussed and will be reviewed as part of the validation activities. Ron has requested a report from ZTS with specific timeframes consistent with time frames in CC360 for the validation work. Additional changes to the FUH include changing the measurement periods from Fiscal year to calendar year to be consistent with MDHHS. Paul Duff, Integrated Care Coordinator, will be completing the performance summary. The performance summary will be reviewed and discussed in April.</li> </ol> </li> <li>3) Annual Planning           <ol style="list-style-type: none"> <li>a. DMC Review-Defer to April/May. In follow up to the Oversight Policy review, a link to the DMC tools will be sent out for review. The documents and process will be discussed during the May meeting. The purpose is to discuss solutions to eliminate administrative work identified during the October QIC meeting.</li> <li>b. Satisfaction Surveys – Assessment of member experience is received for all representative population groups. Tools and reports were obtained from other states and programs. Considerations for changes include using the MHSIP and YSS for the IDD and SUD populations with minimal word changes, consistent with other states relevant to the target population; having an open administration period for an annual review; incorporating electronic link on website; using additional focused questions for areas that have performed low or specific to local needs; utilize satisfaction received from progress notes and periodic reviews for individual follow up; include feedback for beginning services, during services, and after services have ended; eliminate additional surveys distributed at the provider locations to decrease survey fatigue by incorporating needs to regional survey; continue to seek outside vendor for administration. Additional information will be obtained, when available, from MDHHS related to the status of the statewide satisfaction surveys for CCBHC. The use of a modified MHSIP for SUD will be discussed with the SUD Treatment Team.</li> </ol> </li> <li>4) Performance/Process Improvement-</li> </ol>			

	<ul style="list-style-type: none"> <li>a. Critical Incident Reporting – A draft procedure will be placed in folder for review and approval next month. Steps to improve data accuracy and reconciliation is being completed in coordination with MSHN IT, MDHHS, and PCE.</li> <li>b. PCP QI Team Subgroup-No updates, will resume activities in April.</li> <li>c. RCA Subgroup- Draft form was developed and will be sent out for feedback. Once feedback is received this will be submitted to PCE for development into the EMR.</li> <li>d. FUH Subgroup-Waiting for report development within ICDP for additional analysis of data. The data will be used to support recommendations for additional codes or locations added to the allowable value sets by NCQA or MDHHS based on services provided.</li> <li>e. BTPRC Module Subgroup- No updates. Evaluate purpose and scope during the BTPR workgroup.</li> <li>f. Training Document- The MSHN Standards Training Groups will continue to discuss the training documentation requirements. A draft document has been developed and will be shared for feedback.</li> </ul> <p>5) Standing Agenda Items-No Discussion</p> <p>6) Open Items-EMR Platforms- A discussion of shared resources within the PCE systems occurred. This will be an ongoing topic for sharing to assist in eliminating administrative burden across all projects/programs.</p>
<p><b>ACTION STEPS</b></p>	<ul style="list-style-type: none"> <li>• MSHN to distribute Draft Critical Incident procedure</li> <li>• RCA subgroup to provide link for RCA form for feedback</li> <li>• MSHN to reconvene and send out meeting poll for PCP QI subgroup.</li> </ul>
<p><b>KEY DATA INTS/DATES</b></p>	<ul style="list-style-type: none"> <li>• QIC April 27, 9-11</li> <li>• CCBHC QI Subgroup April 27, 11-12</li> <li>•</li> </ul>