

QUALITY MANAGEMENT MEETING NOTES

7/14/09

Attendance

Cathy Garrey, Mental Health Board

Scott Brown, Family Service

Lori Nelson, Family Service

Sue Krause, Youth Service Bureau

Todd Schroll, Mental Health Board/Family Care

Julie Gibson, Thresholds

Wendy Neuman, Mental Health Board

Marybeth Urbin, Home of the Sparrow

Ronica Patel, Youth Service Bureau

Cheryl Wyatt, The Advantage Group

Liz Doyle, Mental Health Board/Family Care

Bob Lesser, Mental Health Board

Debbie Currey, Health Department

Sue Charles, Mental Health Board/Family Care

Vickie Johansen, Mental Health Board

Jen Cox, Family Alliance

Bernadette May, Crisis Services

Group Discussion:

- ❖ Due to potential state budget cuts many rumors have been started (Cathy Garrey gave examples of what she's heard: Turning Point is closed, Pioneer Center has laid-off 75 staff, etc). Cathy said Sandy Lewis asked if the QMT would discuss agency waiting lists and program openings and if interested, consider preparing a weekly hot sheet. Information could be forwarded to the Mental Health Board by Thursday afternoons for compilation and forwarded to all agencies on Fridays for distribution to their clinicians in order to keep them abreast of what is and isn't available and hopefully dispel the rumors. Scott Brown stated that agencies have to plan for the "what if's" which often causes the rumors, but feels this is an opportunity for everyone to step up to the plate and continue to provide quality care – to be realistic, but positive. Family Service has begun a variety of groups in order to cut down the waiting list. Scott said they have cut their waiting list in half in the last month and hope to eliminate it within three months. Sue Krause noted that the hot sheet may be premature and should be brought to the next Network Council meeting (7/27/09) when they have a better idea about the state budget and there is more agency representation. She suggested if the hot sheet is done that it be distributed throughout the community, including to schools and police departments.
- ❖ The Clinical Documentation Committee last met in May and will reconvene in September. At that time they will be finalizing the treatment plan and reviewing the biopsychosocial assessment. Please submit suggestions for revision to the BPS to Scott. By the end of the year they expect to have the full training manual completed for all services. Scott will forward what is completed to Cathy for it to be posted on the MHB website, so feedback can be provided.
- ❖ The Corporate Compliance Committee has not met. Contact Cathy Garrey if interested in having the corporate compliance training for your agency board. Kemberly Daily-Johnson provided the training for the Health Department and Debbie Currey said it was very beneficial.
- ❖ The Education Committee sent out the continuing education surveys in June. There was very little response. Many noted they didn't recall receiving it. The survey will be re-sent at the end of summer. Cathy will also see that it will be put on the Network Council agenda for a short discussion.
- ❖ Cathy asked Todd Schroll to talk to the Quality Management Team about how the local evaluation and the QMT can interface, specifically in regards to training and determining if the trainings provided are effective and whether or not the concepts being taught are being implemented. If they are not being implemented what are the barriers (funding, staff,

resistance of change, financial, attitudinal, time, etc)? Lori Nelson noted that many agencies have cut funding for trainings and appreciates those offered by the Mental Health Board, but the loss of billable time of staff attending is still an issue. Todd encouraged the development of a focused training plan as well as follow-up. The corporate agreement can be used for trainings such as cultural competence. Discussion followed about having great presenters with great theory, but that it's often difficult to implement that theory.

Clinical Review Protocol - DRAFT

- ❖ A revised draft of the Clinical Review Protocol clarifying professional/non-professional was distributed. After discussion it was agreed that consumer/family friendly language would be used throughout the body and definitions of professional and non-professional would be provided at the end of the protocol, as well as indicating that billing can be done in accordance with Rule 132 standards. After revisions are made it will be sent out for distribution and revisions can be made as needed.

Other:

- ❖ Debbie Currey announced that on Wednesday, September 2nd at 8:30 there will be an emergency preparedness group meeting about special needs population if anyone is interested in attending. (It was noted that this coincides with the Barbara Wiener training).

Next Meeting: October 13, 2009

Committee Break-Out Session Reports:

CLINICAL DOCUMENTATION COMMITTEE

*Scott Brown, Family Service

The committee meets outside of the QMT meeting

Goals	Person(s) Responsible	Target Date
Continue training manual development	Committee	12/2009

EDUCATION COMMITTEE

Ronica Patel, YSB

Bernadette May, Crisis

Wendy Neuman, MHB

Goals	Person(s) Responsible	Target Date
Reviewed training survey results, will re-send in 2-3 months	Wendy	10/1/09

CORPORATE COMPLIANCE COMMITTEE

*Lori Nelson, Family Service

Did not meet

Goals	Person(s) Responsible	Target Date