

QUALITY MANAGEMENT MEETING NOTES
10/13/09

Attendance

Cathy Garrey, Mental Health Board
Scott Brown, Family Service
Lori Nelson, Family Service
Sue Krause, Youth Service Bureau
Anthony Campobasso, The Advantage Group
Sonya Jimenez, Mental Health Board
Wendy Neuman, Mental Health Board
Marybeth Urbin, Home of the Sparrow
Kemberly Daily-Johnson, Pioneer Center
Kevin Russell, Pioneer Center

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
Duane Lahti, Mental Health Board
Scott Brown, Family Service

Group Discussion:

- ❖ While conducting agency audits Cathy Garrey noted that they have come across numerous redactions on records requested from other agencies without documentation of who did the redaction. Discussion followed and the following suggestions were made: note on cover letter who did redaction and why; initial, date and note agency on page of redaction; contact Barbara Weiner for clarification on blacking out family members/implied confidentiality (Cathy to follow-up); using blue ink vs. black ink to determine if original or copy (it was noted that certain ink colors are used because of requirements).

Clinical Review Protocol - DRAFT

- ❖ A work group will meet to make final revisions to the Clinical Review Protocol. The following volunteered to be on work group: Liz Doyle, Sue Krause, Astrid Larsen (via Bernie May), Debbie Currey and Cathy Garrey.

Hot Sheet:

- ❖ There has been positive feedback regarding the weekly agency update/hot sheet. Please email agency information to Vickie by the end of the week for it to go out on Mondays, also let her know when information on the hot sheet is no longer applicable.

Clinical Documentation Subcommittee – Training Manuals

- ❖ The following training manuals were distributed: CS-I, T/C, CCC, PSR, CI, CM, ITP, CS-R and a Things That Should Never Be Done While Documenting informational sheet. Scott Brown stated that there has been a variety of feedback on treatment plans and that they vary by agency/program but that the goal is to create a uniform system, a format that everyone can agree on. This will be a challenge due to the variety of reviewers and what rule is mandated. It was suggested to use the Ohio model. Time and training is needed to learn how to properly document. Electronic records will be required by 2014. It was suggested to focus on areas of the treatment plan that can be universal, leaving other areas open.
- ❖ The manuals will be available on the Mental Health Board website (QMT committee page) for further review. The basic areas have been covered, and others such as PMM, PMT and PMA can be done in the same format, however, the committee will need someone with the expertise to provide assistance to develop them. Scott noted that the format used allows for adjustments for rule changes, etc. Please provide your feedback to Scott.
- ❖ Kudos were given to the committee for the job well done on the manuals.

Other:

- ❖ Cathy reported that the Feds and all states are doing PERM audits. If your agency is selected you will receive a letter informing you what documents will be reviewed. Failure to respond to the letter is an automatic payback. These audits are conducted every 3 years, but this is the first year for Illinois.
- ❖ Bernadette May announced that she will be taking an on-site position with Crisis and that Astrid Larsen will be her replacement.

Next Meeting: January 12, 2010

2010 Meeting Schedule: January 12th, April 13th, July 13th and October 12th
9:00 – 10:30 a.m. at the Mental Health Board

Committee Break-Out Session Reports:**CLINICAL DOCUMENTATION COMMITTEE**

*Scott Brown, Family Service

Kevin Russell, Pioneer Center

The committee meets outside of the QMT meeting

Goals	Person(s) Responsible	Target Date
Add services manuals to 708 website	Sonya Jimenez	10/31/09
Complete ITP training manual	Scott Block	10/31/09
Review/revise BPS & reassessment to increase clarity for staff and auditors	Committee	Feb. 2010

EDUCATION COMMITTEE

*Scott Campbell, Family Service

Liz Doyle, MHB

Wendy Neuman, MHB

Vickie Johansen, MHB

Lori Nelson, Family Service

Cathy Garrey, MHB

Goals	Person(s) Responsible	Target Date
Clarification on registration, CEU's, processes for system training. 708 staff will finalize process and inform committee	Wendy Neuman Vickie Johansen	11/09
Upcoming trainings: 10/15 – Motivational Interviewing @ FS: 10/28 – Use of Translator @ FS 11/12 – Metabolic Syndrome @ FS 11/18 – Epilepsy @ FS	Committee Wendy Neuman	All are set-up
Discussed future trainings for 2010: Trauma informed treatment; continued TIP training/consultation; continued ICT training/consultation; ITP training – Pat Miles; Bipolar disorders – Alexian; self injury – Alexian; psychopharmacology – Alexian; autism – TBD. Will finalize plans & scheduling Jan. 12 th meeting.	Committee Wendy Neuman Liz Doyle Scott Campbell	TBD

CORPORATE COMPLIANCE COMMITTEE

*Lori Nelson, Family Service

Did not meet