

QUALITY MANAGEMENT MEETING NOTES

9/21/10

Attendance

Cathy Garrey, Mental Health Board
Scott Campbell, Family Service
Scott Brown, Family Service
Cindy Sullivan, Options & Advocacy
Rick Mason, Pioneer Center
Melissa McGraw, Turning Point
Wendy Neuman, Mental Health Board
Astrid Larsen, Crisis Services
Barb Szul, TLS
Julie Gibson, Thresholds
Kemberly Daily-Johnson, Pioneer Center

Cheryl Wyatt, The Advantage Group
Sue Charles, Mental Health Board/Family Care
Bob Lesser, Mental Health Board
Marybeth Urbin, Home of the Sparrow
Sue Krause, Youth Service Bureau
Candice Yeargin, Mental Health Board/FC
Lori Nelson, Family Service
Liz Doyle, Mental Health Board/FC
Debbie Currey, Health Department
Vickie Johansen, Mental Health Board

High risk medical/mental health issues

Cathy Garrey reported that recently a client with multiple issues (physical and mental health) was found deceased during a wellness check. Most agencies have had similar clients and she asked what's being done with high risk clients. Are they isolating, is there communication with them, is documentation being completed and are their physical issues being addressed as well as their mental illness and/or substance abuse? Bob Lesser noted that Family Service will soon have an APN and the Federally Qualified Health Clinic (FQHC) will be opening in about a year. The FQHC in Elgin will serve McHenry County residents, however transportation can be an issue and they will only see individuals that have no insurance. A reminder was given that the Mental Health Board has allocated funds for transportation and that an agency can request additional funds if they have used all of that was allotted to them. An individual with a mental illness may have a caseworker to assist them with their mental health needs but there may not be anyone to assist them with their medical needs – funding is an issue. Medical/physical health should be included in an individual's treatment plan, but it is their choice to follow through. All agreed education and follow through are important. Cathy will contact Suzanne Hoban of Family Health Partnership Clinic to attend the next QMT meeting to discuss this issue further.

Biopsychosocial Assessment updates presentation

Scott Brown gave an overview of the updates the Clinical Documentation committee recently completed of the following documents:

- Protocol for Completing the Biopsychosocial Assessment – the instructional manual on how to complete the BPS.
- Biopsychosocial Assessment – the Clinical Documentation committee's revisions were done in order to make it a much more client and clinician friendly document, adding non-Medicaid language and changing client preference wording.
- Biopsychosocial Annual Update – replaces the reassessment, some of the demographic information was taken off while some medical information was added.
- Biopsychosocial Addendum

The above documents will be emailed to the committee and will be posted on the Mental Health Board website (www.mc708.org). If you have questions or would like to provide feedback about the BPS or related documents please contact Scott at sbrown@familyservicemch.org. The Clinical Documentation Committee was give kudos for their job well done!

Group Discussion:

- ❖ Cathy learned that the Federal Government requires monthly background checks for every employee if the organization receives Medicaid, Medicare or any Federal funding. Cindy Sullivan attended a training the day before and was told that includes clerical, IT and maintenance staff. For most agencies this will be very time consuming and costly and they will have to weigh out whether to conduct the checks internally or have a third party conduct them. The question was raised who's responsible for outside contractors such as

for IT and cleaning services – would it be their organization or the agency they are contracted with? For now it was suggested to focus on staff and independent sub-contractors (clinicians/doctors). Cathy suggested going to the OIG and Department of Justice websites for further direction. She will forward the website link.

- ❖ Marybeth Urbin will be leaving Home of the Sparrow at the end of September and was thanked for her dedication and years of service.
- ❖ Scott Brown distributed, and informed the committee they were free to use, a letter Family Service uses and documents the Clinical Documentation committee created for client income verification. This information is sent to existing clients and provided at intake for new clients. Income verification needs to be done every 6 months. Cathy asked the committee to forward what they are using to Vickie Johansen at vjohansen@mc708.org to compile and this discussion will continue at the next meeting.
- ❖ Tomorrow (9/22) there will be a peer support meeting at the Mental Health Board for peer specialists, WRAP and Wraparound facilitators, family resource developers and other individuals in recovery/support roles. With leadership support, the group will share resources, discuss educational and support needs and work on determining community needs.

Next Meeting: November 9, 2010, 9:00 – 10:30 a.m. at **Pioneer Center – (Pioneer West building)**
3941 Dayton Street, McHenry, IL 60050

Future Meeting Dates: January 11, 2011 March 8, 2011 May 10, 2011 July 12, 2011

Committee Break-Out Session Reports:

CLINICAL DOCUMENTATION COMMITTEE

***Team meeting 1st Thursday of the month at Family Service*

Goals	Person(s) Responsible	Target Date
Implement Biopsychosocial documents across network	Scott Brown & 708 staff	10/1/10
Audit tool to combine DHS/Collaborative/SAMHSA	Committee	11/1/10

EDUCATION COMMITTEE

*Scott Campbell, Family Service
 Wendy Neuman, Mental Health Board

Goals	Person(s) Responsible	Target Date
Oct. 5, 2010 “Dual Diagnosis MI/DD” training 9 – 12:00 at Family Service	Wendy Neuman	10/10
Nov. 29, 2010 “Metabolic Syndrome” training 9 – 11:00 at Family Service	Wendy Neuman	11/10
Revise and distribute annual Continuing Education survey	Wendy Neuman	10/10

CORPORATE COMPLIANCE COMMITTEE

No new/additional report (9/21/10)