

Quality Management and Outcomes Team

MEETING SUMMARY

AUGUST 28, 2014
12:30 PM – 3:00 PM (EST)

MEETING CALLED	Hope Barrett	
TYPE OF MEETING	Quarterly Informational, Planning and Implementing Meeting	
FACILITATOR	Hope Barrett Hope.Barrett@ky.gov 502-782-6147	
NOTE TAKER	Tom Beatty, Michele Blevins, Hope Barrett	
ATTENDEES	<p>KDBHDID:</p> <p>Commissioner's Office Wendy Morris</p> <p>Behavioral Health: Hope Barrett Tom Beatty PK Sims (host) Sue Fisher Janice Johnston Rachel Abbott Chris Duckworth (webinar)</p> <p>Developmental & Intellectual Disabilities: Ericka Jenkins Cathy Lerza</p> <p>Administration & Financial Management, OTEB Branch:</p>	<p>Regional MH/MR Boards</p> <p>1. Four Rivers: Hank Cecil (phone) 2. Pennyroyal: Jami Nichols (phone) 3. River Valley: Dr. Lionel Phelps (webinar) 4. Lifeskills: Doug Bradley (on jury duty) 5. Communicare: Missy Brown (webinar) 6. Seven Counties: Tish Geftos (webinar) 7. NorthKey: Nan Genter (phone) 8. Comprehend: Janice Records, Rick Jones , Eric Ross (phone) 9. /10. Pathways: Betsey Jackson (not present) 11. Mountain: Dorian Moe (phone) 12. Kentucky River Vicky Hardin (phone) 13. Cumberland River Linda Moyers, Kathy Tremaine (not present) 14. Adanta: Dr. D. Luchtefeld (webinar/call) 15. Bluegrass: Joachim Knuf</p> <p>KARP -----</p> <p>UK- Institute for Pharmaceutical Outcomes and Policy (IPOP) Diane Daugherty</p>

Agenda topics

12:30 – 12:40 PM

1. WELCOME & INTRODUCTIONS

BHDID STAFF FACILITATOR (Hope Barrett)

12:40 – 1:30 PM

2. REGIONAL QUALITY IMPROVEMENT UPDATES

REGIONAL REPRESENTATIVES

DISCUSSION	<p>There was a round-robin sharing by each present Regional MH/MR Boards giving up an update on at least one QI activity, e.g., tool, strategy, technique, etc. on which they are currently working.</p> <p>Highlights include:</p> <ul style="list-style-type: none"> Several Regions are setting up Electronic Medical Records (EMRs) and are trying to coordinate performance indicators and outcomes as much as possible. One region is setting up their outcomes system on an internal server which can be read by the EMR but is not a part of the EMR. Several Regions are looking into the many outcomes tools/instruments that they have in place, are considering reducing the number to a few which are population-specific. Several Regions are reviewing their medical record review processes. It was noted that several have very effective hands-on training for staff that has contributed to the improvement of medical record documentation. Several Regions have implemented Trauma Informed Care policies and trainings for all staff.
-------------------	---

1:30 – 2:15 PM

3. TRAINING / DISCUSSION

• BHDID Service Standards.

BHDID staff (Michele Blevins, Sue Fisher, Tom Beatty)

DISCUSSION	<p>BHDID Service Standards</p> <p>The following service standards were reviewed. Reference material is on BHDID webpage at http://dbhdid.ky.gov/kdbhdid/standards.aspx</p> <ul style="list-style-type: none"> Overview and introduction to web postings – Michele Blevins
-------------------	--

- ACT - Sue Fisher Sue.Fisher@ky.gov (502) 782-6163
- Peer Support for Adults – Sue Fisher
- Supported Housing – Tom Beatty Thomas.Beatty@ky.gov (502) 782-6148

2:15 – 3:00 PM

4. OUTCOMES

• Review of CMHC-Contract Performance Indicators

BHDID STAFF (Hope Barrett)

DISCUSSION

Hope Barrett opened a discussion, along with BHDID Staff, on the performance measures as they are listed in the 2015 CMHC Contract. Reference material included the 14 page operational dictionary for these performance measures; this is the same dictionary being used to build the indicators into a Tableau dashboard.

The following bullets were formed to represent the attending CMHCs' comments and concerns.

- The operational dictionary which shows the numerator, denominator and benchmarks for each measure was greatly appreciated; the CMHCs have wanting a document like this to guide them in implementing programs that ensure they are meeting the contract expectations. Per the Round Robin discussion today, many CMHCs are 'pulling apart' the contract items to ensure that they have processes in place to account for expectations.
- CMHC concerns were voiced related to being able to reduce psychiatric hospitalizations. Issues related to this included:
 - Local hospitals bypassing a CMHC crisis services and sending clients directly to a psychiatric hospital
 - Western CMHCs have had hospital-diversion programs in place for years and have only the most difficult placements to manage (e.g., someone with personality disorder); it may be difficult for them to reduce hospitals admissions by much since their rate is already low.
 - CMHCs may not know when someone is discharged from a hospital with a referral to their CMHC for community services; this especially applies when the person refuses services or does not keep appointments.
- Wendy Morris mentioned that it is critical that CMHCs coordinate with their local hospitals and with the psychiatric hospitals. She also mentioned that the BHDID is responsible for holding the state psychiatric hospitals (ARH psych unit, CSH, ESH, WSH) to performance indicators. The BHDID is also committed to ensuring that a single process is followed for admissions to these hospitals.
 - Hank Cecil (Four Rivers) commented that the MCOs have told them that the CMHCs cannot bill for going to a local hospital to engage individuals in community services. The MCOs consider that to be 'double billing' since the MCOs (DMS) does pay for private hospitals including those with psych units.
 - Michele Blevins and Wendy Morris responded with a reminder that DMS (MCOs) do not pay for a person's stay at these private hospitals on the day of discharge so, on the individuals' last day of stay, no double billing could occur.
 - Wendy mentioned that we will follow-up with Natalie on this issue so that it is discussed between BHDID and MCOs. As facilitator, Hope will follow-up with Natalie.
- Janice Johnston offered a correction to make on the CMHC Contract Performance Indicator operational dictionary that the benchmark for the following measure should be 90%, rather than 80%.
 SED Measure #1 "IMPACT Clients Entered into the IMPACT Outcomes Management System"
 - Hope will correct the document and resend to the group. Hope reminded everyone that it is important to always note the "Last Update" date that is in the footer and to ensure that any printed copies used daily have the most updated date. Once this IMPACT item is corrected, the most current date of this document will be 8/29/2014.
 - Janice can be reached at Janice.Johnston@ky.gov (502) 782-6170.
- When reviewing the SA Treatment measures, Hope mentioned that these were discussed with CMHC SA Treatment Program Directors on August 7, 2014 at the Quarterly meeting hosted by the BHDID SA Treatment Branch Manager, Maggie Schroeder. Further, the access and retention measures are discussed monthly with the CMHC SA Treatment Program Directors at the "SA-NOMS" conference calls which occur every month on the 2nd Thursday.
- When reviewing the two DID measures, Ericka Jenkins noted that she has given a webinar to each CMHC (except two who refused the offer) to educate the DID Directors, IT staff and anyone else attending from the CMHC about the measures. She also mentioned that the BHDID staff who are DID liaisons to CMHCs will be reviewing these measures with CMHC DID directors at quarterly meetings. Ericka can be reached at Ericka.Jenkins@ky.gov (502) 782-6218.

5. BHDID PROGRAM UPDATES & ANNOUNCEMENTS

SEE BELOW

DISCUSSION

- Protection & Advocacy Interim Settlement Agreement
 - Wendy Morris gave an update on the project. She mentioned that the tracking tool (as submitted monthly by CMHC ISA Coordinators) has recorded 32 "Transition Dates" and they, thru responding to a poll, a total of 58 are expected to have recorded "Transition Dates" on the tool by the end of September. Fourteen (14) of the 32 are considered

	<p>transitions that meet the Agreement terms according to P&A. The Commissioner and Secretary continue to meet with the Department of Protection and Advocacy (P&A) to discuss. The CMHCs are reminded that the BHDID is relying on accurate and completed data reported on the tracking tool every month; even if situations are discussed in other meetings with BHDID staff, the information has to be updated on the tracking tool. Monthly updates on every client in the tracking tool are due on the 3rd of the month to David Smith in the BHDID Adult Services Branch – David.Smith@ky.gov (502) 782-6191.</p> <ul style="list-style-type: none"> • <u>Grant Updates and New Grant Announcements</u> <ul style="list-style-type: none"> ○ Michelle Kilgore mentioned that the KAT-ED grant has carried forward funds which are available; CMHCs can apply. These funds may be used to train on A-CRA and the GAIN instrument. Previous to today, this announcement was sent out to CMHCs, SA Treatment Program Directors and Children's Service Program Directors. Applications due on Aug 29, 2014. Contact Michelle for more information Michelle.Kilgore@ky.gov. (502) 782-6174.
--	---

6. NEW ITEMS

SEE BELOW

DISCUSSION	<ul style="list-style-type: none"> • A question was asked: Who can be trained to use the LOCUS? E.g. Does the person have to have special qualifications or can any mental health professional use the instrument? Hope will consult staff and follow-up with a response. • Diane Daugherty from UK-IPOP asked the group if they are using the MCAS (Multnomah Community Assessment Scale) reports that are posted to their secure logins. UK-IPOP is in process of upgrading their software and wondered about any edits that need to be made to these reports or if they are being used. Diane will work with Hope to send an email reminder to review these and offer feedback. • With no other business, Hope Barrett adjourned the meeting.
-------------------	---

NEXT MEETING DATES	<p>DATE: November 13, 2014 (note that this date occurs prior to the regular 4th Thursday due to Thanksgiving Holiday.) TIME: 12:30 p.m. - 4:00 p.m. EST LOCATION:</p> <ul style="list-style-type: none"> • Option A) in person - 200 Mero Street, Frankfort, KY Y "Ky Transportation Conference Center room C109 " • Option B) Webinar Conferencing - To join the QMOT Webinar, please click the link below and enter as a guest: http://chfs.adobeconnect.com/qmotmeeting/. In order to participate in the Webinar, you may need to update your Adobe Flash Player. To test your computer, please click this link: http://admin.adobeconnect.com/common/help/en/support/meeting_test.htm • Option C) teleconference (audio only) <ol style="list-style-type: none"> 1. Dial 866-754-7476 You will hear a voice prompt asking you to enter a passcode followed by the # sign. 2. Enter "2119371775#" 3. You will be automatically joined into the conference. <p>The Quarterly schedule remaining for 2014 is: ✓ November 13</p> <p>The Quarterly schedule for 2015 is: (4th Thursday at 12:30-4:00 EST). ✓ Feb 26 ✓ May 28 ✓ Aug 27 ✓ Nov 19 or 12</p>
---------------------------	--