

Quality Management and Outcomes Team

MEETING SUMMARY

AUGUST 27, 2015
12:30 PM – 4:00 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	David U. Smith	
ATTENDEES	<p>KDBHDID:</p> <p>Commissioner's Office: Wendy Morris Vestena "Tena" Robbins</p> <p>Behavioral Health: Hope Barrett Tom Beatty Chris Duckworth Christie Penn David U. Smith</p> <p>Developmental & Intellectual Disabilities: Cheryl Bogarty (host) Claudia Johnson</p> <p>Administration & Financial Management: -----</p> <p>Program Integrity: Debora Almgren Tanya Dickinson</p>	<p>Regional MH/MR Boards</p> <p>1. Four Rivers: Patty Hughes, Ray Dawson 2. Pennyroyal: Melissa DeCoursey 3. River Valley: ----- 4. Lifeskills: Doug Bradley 5. Communicare: Missy Brown 6. Seven Counties: Caroline Fink & Sonita Arnold 7. NorthKey: Nan Genter 8. Comprehend: Janice Records & Goldie Williams (webinar/call) 9. /10. Pathways: Betsey Jackson & Tiffany Haney (webinar/call) 11. Mountain: Dorian Moe (webinar/conference-call) 12. Kentucky River ----- 13. Cumberland River ----- 14. Adanta: Kim Dykes (webinar/conference-call) 15. Bluegrass: Julie Egosky</p> <p>KARP -----</p> <p>UK- Institute for Pharmaceutical Outcomes and Policy (IPOP) Diane Daugherty</p>

Agenda topics

12:35 – 12:52 PM

1. WELCOME & INTRODUCTIONS

David U. Smith

ACTION ITEMS FROM PREVIOUS MEETING	<p>Hope Barrett followed-up on actions items named from previous meeting:</p> <ol style="list-style-type: none"> <u>Department clarification regarding whether the contract deliverable allows the choice of using ASAM or LOCUS, or must it be ASAM:</u> Tina Robbins talked with Natalie Kelly, Division of Behavioral Health Director, who will take to the Operations Meeting and will send out a directive letter. <u>The Department will bring back to QMOT the definition of SUD Client after the June 10, 2015 SUD Directors' Meeting:</u> Doug Bradley, Lifeskills, clarified that they were asking for the checklist. Hope will check with Maggie Schroeder, Adult Substance Use Treatment & Recovery Services Branch Manager. <u>The Department will bring back the PI Testing of the Readmission Model for the SMI indicator, as well as the DID indicator:</u> Will be discussed during the Performance Indicators presentation (see below). <u>The Department will seek out a written process of the financial connection to the PIs:</u> Stephanie Craycraft, Administration & Financial Management Division Director, is to give a written description of process.
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12:50 – 1:25 PM

2. REGIONAL QUALITY IMPROVEMENT UPDATES

REGIONAL REPRESENTATIVES

DISCUSSION	<p>There was a round-robin sharing by each present Regional MHID Boards, giving an update on at least one QI activity, e.g., tool, strategy, technique, etc. on which they are currently working.</p> <p>Highlights included:</p> <ul style="list-style-type: none"> Region 1 – With Patty Hughes covering the vacancy left by the retired Hank Cecil, she could only report that in the past the WSH liaison was not attending the weekly meetings at the hospital. But, since the Continuity of Care Summit "Bridging the Gap", there has been one or two Case Managers attending. Region 2 – With this being Melissa DeCoursey's new role as regional representative to QMOT, she had nothing to report at this time. Region 3 – There was no report since a River Valley representative was not present. Region 4 – Doug Bradley reported that through "The Four Disciplines of Execution" (or 4DX) project, each program has
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	<p>met its goal. Now, they must sustain these outcomes until new they set new "WIGs" (Wildly Important Goals). Also, they are now attending the DIVERTS and TAC Meetings.</p> <ul style="list-style-type: none"> • Region 5 – Missy Brown reported that Communicare's main focus was the new Department Contract and tracking the deliverables in order that they are completed and on time. • Region 6 – Caroline Fink & Sonita Arnold described that Seven Counties is in the first stage of the Mapping of the organization services according to the Six Sigma (Juran) Process. • Region 7 – Nan Genter described that after the recent Continuity of Care Meeting at Eastern State Hospital (ESH) and the Department's "Bridging the Gap" Summit, NorthKey has revamped the hospital aftercare process of their clients. They have added an additional therapist which is having a good effect on clients making their appointments. • Region 8 – Janice Records conveyed that Comprehend has a new Case Manager for the ESH Continuity of Care Meeting. She is building up her case load especially with pregnant clients. • Region 9/10 – Tiffany Haney reported that it is very difficult for Pathways' clients to utilize ESH since it is two-hours away, even though it is in its catchment area. They are looking at telehealth especially in Boyd County with the ACT Team. It has been helpful to add the "bubble-gum" playing cards of Case Managers' pictures in client packets. They are also using conference-calls with Peer Support and Case Management. Their goal is to make a visit within the first week of discharge. • Region 11 – Dorian Moe informed QMOT how Mountain's ACT Team is working on improving communication with ARH Hospital. They are opening a Adult Sexual Violence Center in Floyd County • Region 12 – There was no report since a Kentucky River representative was not present. • Region 13 – There was no report since a Cumberland River representative was not present. • Region 14 – Kim Dykes replacing the retired Dr. Dan Luchtefeld , reported that Adanta started its EHR implementation over four (4) months ago. The goal is to have the "Go-Live" by the end of the calendar year. • Region 15 – Julie Egosky stated that Bluegrass' QI Director is still vacant. Therefore, QI is on-hold. However, they are working with ESH on improving access.
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3. TRAINING / DISCUSSION

1:08 – 1:35 PM	<ul style="list-style-type: none"> • <u>Cabinet for Health & Families Services - Protection and Advocacy Interim Settlement Agreement (ISA)</u> 	Wendy Morris
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DISCUSSION	<p>Wendy Morris, Deputy Commissioner, presented an update on the P & A's ISA, including that there has been progress from transitioning individuals out of Personal Care Homes (PCH) to independent living, from a low of 5-10% to 80-90% of goal. 25% of PCHs have been visited. There was not much in surprises. It was disappointing in some PCH living arrangements. In October 2015, it will be 2-years for ISA. There is a Cabinet-Level Team Meeting tomorrow. The Independent Reviewer, Diane Brewer, has created a Likert or "Summative" scale for the 6-Month Report. She has initial scores of 2.23 and 1.19 with the goal of 3 (Substantial Compliance). One area that was missing was the prioritizing in the system of care, i.e., not moving those at the top of the list. There needs to an ability to reach to all counties. This is especially important since some regional staff do not feel competent. One week after the Strategic Planning Meeting, there will be a statewide group meeting to address issues (next week). Instead of focusing on the final goal of just moving out the 600 individuals over 3-years (that the Cabinet is to provide Housing Assistance under the ISA), the new scoring will give equal weight to all steps in the process, e.g., Assertive Community Treatment (ACT), etc. There is a rubric being created for this ISA scoring. The Independent Reviewer will get information for this from the Cabinet, as well as from her own visits. At the Regional Transition Meetings, the Independent Reviewer also gets to hear about the individuals, as well as trending data.</p>
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4. OUTCOMES

1:35 – 2:45 PM	<ul style="list-style-type: none"> • <u>Review of SFY2016 CMHC-Contract Performance Measures</u> 	Hope Barrett
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DISCUSSION	<p>Hope Barrett presented an update on the Performance Indicators (PI) for the SFY-2016 CMHC Contract. Discussions included:</p> <ul style="list-style-type: none"> • Regional Boards continue to work with their respective vendors to extract the client, event and HR data sets. If the regions cannot send data on time in submitting these monthly, they should send an email making the Department aware. • Regarding the PIs, July data is not in yet. There is an Implementation Guide on the Department's Plan and Budget website (see handout). • The new Monitoring Period (April 1, 2015 through March 31, 2016) allows enough time for corrective actions before the end of the SFY. • Several measure updates were noted in discussion. The most updated description is available on the BHDID public webpage. The status reports are available via each CMHC's secure login. • From Action Item 3, Report reviewed on Hospital Readmissions for CMHC Referrals – 30 Days (see second handout)
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5. BHDID PROGRAM UPDATES & ANNOUNCEMENTS**SEE BELOW****• SCL Waiver Renewal and Regulation update****Claudia Johnson**

DISCUSSION	Claudia Johnson, DDID Assistant Director, stated that the SCL Waiver update was filed on August 13, 2015 with Public Comment open until August 19, 2015. The Cabinet has 2-weeks to respond.
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• Hi-Fi Wraparound – update: Guidance and update**Christopher Duckworth**

DISCUSSION	Christopher Duckworth, KICC Research Advisor, gave an update on the Hi-Fi Wraparound. He stated that Michele Blevins, DBH Assistant Director, has met with the Regions' Children Services Directors. Once the children are identified then they are added to the IMPACT Outcomes Management System. The old system will continue until all the old children are out.
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• Grant Announcements**SEE BELOW**

DISCUSSION	<ul style="list-style-type: none"> • <u>Cooperative Agreement to Benefit Homeless Individuals for States (CABHI-States)</u> – (See handout) Tom Beatty, Adult Mental Health Services and Recovery Branch, reported that there is an attempt to extend the grant for homeless, trying to involve the ISA effort. • <u>Regional Prevention Center Data System</u> - (See handout) Kate Hackett, Behavioral Health Prevention and Promotion Branch, reported that the system was built in the 1990s. She is working with Hope and IPOP since the two systems would not talk to one another. The new system can impact behaviors using Best Practices CSAT Strategies. The old system could not help with Quality Improvement activities. However, they are still far away from the contract deliverables PIs. • <u>Partnership for Success 2015</u> - Steve Cambron, PFSII Program Developer, reported that they applied in March 2015. It is a 5-year grant starting October 1, 2015 for \$3,500,000. There are 2 priorities: Underage Drinking; and, Prescription Drug Abuse, including a new partnership and target population, the military. It will be rolled-out to 2 regions: Pennyroyal and Communicare.
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• BHDID Monitoring Program**David Smith**

DISCUSSION	David Smith, Behavioral Health Quality Assurance Branch, introduced the representatives from the Division of Program Integrity's Program Support Branch, Tanya Dickinson, Branch Manager, and Debora Almgren. Tonya informed the group that Lea Taylor has transitioned to a new role and Debora was taking over her responsibilities. Administration & Financial Management is in the process of Regional MHID Boards' contract revisions. These will lead to Monitoring Tool revisions. At present, there are 5 contract revisions completed: Four Rivers – today; Communicare and Pathways – tomorrow or Monday; and, Mountain and Cumberland – soon after that. The Monitoring Tool is being reduced from 485 to 281 items, i.e., deliverables. The Monitoring Tool includes timeliness requirements and the PIs. October 1, 2015 is the start date for the new contracts. The other regions' old contracts have been extended until they too are revised.
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6. OTHER BUSINESS**• Grant Announcements, continued****SEE BELOW**

DISCUSSION	<ul style="list-style-type: none"> • <u>Medication Assisted Treatment (MAT)</u> – Mary Mosley, Adult Substance Use Treatment and Recovery Services Branch, presented the MAT, a pregnant women opioid program. Interviews are taking place for the program manager position. Implementation is October 1, 2015. It is a 3-year grant for \$1,000,000 per year. It will be in 2 regions: Cumberland and Bluegrass. • <u>Certified Community BH Demonstration</u> – Tena Robbins, Department's Policy Advisor, updated the group that the Certified Community BH Clinics Grant application has been submitted. Only twenty-seven (27) applications were submitted, making the likelihood good since twenty-five (25) grants will be awarded. Implementation is October 1, 2015. • <u>Kentucky Senate Bill 192 Funding</u> – Tena also reported on the Senate Bill 192 (the 2015 Session's Heroin Bill). The Implementation Review Committee is reviewing it now. It will meet on September 3, 2015 to decide. The Office of Drug Control Policy will make the final decision on September 22, 2015. The Department will be notified via email. If favorable, it will be added into the October 1, 2015 Contract.
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• The Agency for Healthcare Research and Quality**Nan Genter**

DISCUSSION	<u>The Agency for Healthcare Research and Quality (AHRQ)</u> – Nan Genter, NorthKey, reported that AHRQ, a federal agency which works with Department of Health and Human Services (HHS) has a wealth of information on a national-level that can be used in QI-related activities. The website is http://www.ahrq.gov/ .
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• Kentucky Association for Healthcare Quality**David Smith**

Annual Conference

DISCUSSION	<p><u>Kentucky Association for Healthcare Quality Annual Conference</u> – David Smith reported that the Kentucky Association for Healthcare Quality (KAHQ) will hold its Annual Conference on September 25, 2015. The mission of the KAHQ is to promote the growth and development of healthcare QA & QI professionals. This year the program will focus on global, national and state healthcare quality trends and initiatives. Keynote speakers include the Cabinet's very own John Langefeld, MD, Kentucky Department for Medicaid Services Chief Medical Officer and Senator Julie Raque Adams, Chair of the Senate Health & Welfare Committee. David will email the details including registration information.</p>
NEXT MEETING DATES	<p>DATE: November 19, 2015 TIME: 12:30 p.m. - 4:00 p.m. EST LOCATION:</p> <ul style="list-style-type: none">• 1 week prior, contact Hope, HopeB.Beatty@ky.gov, or Tena, Vestena.Robbins@ky.gov, if unable to attend in person. <p>The Quarterly schedule for 2015 is: (quarterly on the 4th Thursday at 12:30-4:00 EST).</p> <ul style="list-style-type: none"><input checked="" type="checkbox"/> March 12<input checked="" type="checkbox"/> May 28<input checked="" type="checkbox"/> Aug 27<input type="checkbox"/> Nov 19 (1-week early due to Thanksgiving Day)

3:43 PM

ADJOURNMENT

Hope Barrett
