

**KY Department for Behavioral Health,
Developmental & Intellectual Disabilities**

**Quality Management Outcomes Team
Meeting Minutes**

December 10, 2009 1:00 p.m. – 4:00 p.m.

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**Meeting Overview:**

Today's focus was on "NIATx projects". Specifically, an overview included a description of the NIATx formula for change and updates on several Statewide and Regional projects. Today the Center's placed their orders for next year's "Consumer Perception of Care Survey" forms. Additionally, the group reviewed the Service Utilization Data Report that was developed from the CMHC dataset.

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Attending Representatives:

KDMHMRS:

Mental Health / Substance Abuse:

Michele Blevins
Tena Robbins
Kelli Robinson
Lou Kurtz (Chairperson)

Mental Retardation:

Carol Baker

Administration & Financial Management:

Hope Barrett: (Facilitator)
David Smith
Susan Walker

Commissioner's Office:

not attending

UK-Center on Drug & Alcohol Research

Erin Stevenson

UK- Research and Data Management (RDMC)

Jeanne Clark
Brent Seeders
Jeff Talbert

Regional MH/MR Boards

Four Rivers:	not attending
Pennyroyal:	Tim Golden
River Valley:	not attending
Lifeskills:	Doug Bradley
Communicare:	Missy Brown
Seven Counties:	Carolyn Fink
Northkey:	Nan Genter
Comprehend:	Dave Sugarbaker
Pathways:	Betsy Jackson
Mountain:	Dorian Moe
Kentucky River:	not attending
Cumberland River:	Linda Moyers Kathy Tremaine
Adanta:	not attending
Bluegrass:	Cindy Faulkner

KARP

Carl Boes

1. Welcome & Introductions

2. Training / Discussion

• Perception of Care

Adult MHSIP and YSS-F

- Review of new form proofs & document form orders
 - The new proof was reviewed and accepted by all.
 - An order form was circulated to collect the number of forms each Center wants for MHSIP Adult surveys and YSS-F surveys. Orders were also noted if Spanish versions are wanted.
- Completing the required fields using a template
 - Carolyn Fink, Seven Counties Services, shared with the group her success at completing the required fields on the forms using a hand-made template and a laser printer. This process reduced the time spent on preparing forms for her sites this year.
- Review of analyses
 - Jeff Talbert and Brent Seeders, UK-RDMC, reviewed and explained the data analyses conducted with the data. Data inaccuracies were explained by the way the forms are completed and interpreted by the programmed scanner.
 - It was noted that since RDMC assigns Lithocodes to Centers that Centers should not share forms.
- Discussion of methodology
 - During April/May 2010, Centers will implement the surveys as a convenience sample for the third year.
 - The calendar for implementation includes:
 - December 10, 2009 - Form orders taken from QMOT Representatives
 - February 25, 2010 – Forms distributed
 - April/May 2010 – Survey's completed
 - July 1, 2010 – Completed Forms due to RDMC (IPOP) at this **NEW address**:
IPOP
789 South Limestone Room 180
Lexington, KY 40536-0596
Attn: Brent Seeders
 - September 1, 2010 – IPOP completes the Statewide Analyses and the Region Specific Analyses.
- Requests taken for Region-Specific Charts\Booklets
 - November 1, 2010 - Statewide Charts\Booklets Completed
 - December 15, 2010 - Requests for Region-Specific Charts\Booklets completed.
 - Discussions will occur during calendar year 2010 QMOT meetings to improve this methodology and move to a more statistically sound sampling method.
 - Kathy Tremaine (Cumberland River) volunteered to pilot test the paper forms (non-scantron) at a site this year. It is suspected that this would result in improved response rates per domains.
 - Bluegrass volunteers to be a pilot region for a web application of the MHSIP Adult Survey; RDMC will loan the computers for the site for this pilot. The preferred season for this pilot is summer 2010.

- **NIATx**

- **Overview**

- Lou Kurtz provided an overview of the NIATx solutions that target getting more people into treatment and keep them there longer, reduce costs, improve staff morale and increase revenue using existing resources.

- **NIATx Toolkit**

- The NIATx provider toolkit provides a collection of tools and technical support to help you improve access to and retention in treatment at your agency. More is available at <https://www.niatx.net/>

- **The Case for Process Improvement**

- Centers shared stories of how process improvement has helped them improve services, maximize their treatment dollars, and recruit and retain staff.

3. Data Review

- Report Reviews - Service Utilization

- The Service Utilization Report is used internally to identify areas where service reporting may need improvement. This report reflects the basic information as reported from the Centers with removal of duplication of service event records and is considered foundational to quality improvement efforts at the Department.

- **Update: This report is now available at each CMHC Regional Login Page under the "Reports (all regions)" drop-down listing.**

- Centers are asked to review this regularly and bring questions to QMOT for discussion. Let Hope know if you (or your designated staff) do not have a user id and password with which you regularly access your Center's Regional Login Page (where the data reports are awaiting your review).

- Collateral/Codependency client field

- It was discussed that this field has an impact on the SA-National Outcome Measures and that CDAR is working with the Department to better understand the significance of this impact. Center staff are asked to discuss with their staff to report back to QMOT how the data is recorded in this field from the medical chart especially regarding diagnoses. This is a topic currently being discussed at JCIC as well as with the SA Program Directors' meeting.

4. Updates

5. **Next: Meeting Schedule**

The next QMOT meeting is:

DATE: February 25, 2010

For the February "Updates" agenda item, we'll have a round robin: each Center is asked to prepare a brief update on Quality Assurance activities for sharing.

TIME: 12:30 p.m. – 4:00 p.m.

**LOCATION: Option A) in person – MHDDAS, 100 Fair Oaks Lane 4th floor
Option B) video conferencing
Option C) teleconference (audio only)**

- Please check the QMOT web site for updated details on calendar events:
<http://mhmr.ky.gov/cmhc/qmot.asp>

Fiscal Year 2010 Meeting Schedule:

This group meets bimonthly 4th Thursday 12:30 p.m. – 4:00 p.m.

- **February 25, 2010**
- **April 22, 2010**
- **June 24, 2010 (Must reschedule to either June 17th or July 1st)**