



Network Management Committee (NMC)
Meeting Minutes
2/8/07; 1:30-4p LLRC

K. Gauthier, R. Marhofer, G. Noel, T. Neville, M. McLain, S. Dunbar, R. Green, J. Kearney, M. McSurely (Provider Guest), M. Miller, M. Vergith, H. Linky, S. Reitmeier

(Bolded name indicates member present at meeting and non-bolded indicates member absent at meeting)

AGENDA ITEM	DISCUSSION POINTS	ACTION/OUTCOME	RESPONSIBILITY
Check In and Approve Agenda/Minutes	Agenda additions: <ul style="list-style-type: none"> None Minute changes: <ul style="list-style-type: none"> None 	Minutes and agenda were approved.	
Encompass/Q&A/Information Sharing	<ul style="list-style-type: none"> Lenawee County needs to complete a profile of Providers for DCH certification requirements. Article titled "The Assaulted Staff Action Program" was disbursed and will be placed on a future NMC agenda. Guardian Trac is unclear on the training requirements for FI staff. It is also unknown if the Hepatitis-B vaccination is required for FI staff. CLN declined to submit a proposal for FI family friend services. Guardian Trac's proposal will be discussed further in March. Synod, a Provider, has a fiduciary advocacy program for payee services. It is a private pay system that follows federal (Social Security) regulations and is available to all populations of consumers in all affiliate counties. Interested persons should contact Synod. 	<p>More info will be gathered</p> <p>Synod will send literature to the WCHO</p>	<p>H. Linky will consult State for specific citations and follow up with Guardian Trac</p> <p>K. Gauthier or H. Linky will meet with SDI group to stress the importance of qualified trained staff</p> <p>R. Green will have information available for distribution</p>
CLS Indicators – Pilot Project Report from Synod	<ul style="list-style-type: none"> Synod has been piloting a Performance Improvement project for the WCHO for three years. The project monitors consumers to ensure they are receiving services identified in their plan. Key service components are broken down and measured. Data is reported to WCHO and used internally by the provider as a staff 	Consult project leader to determine possibility of pilot project being part of the PRU overhaul and supported by Encompass	K. Gauthier will talk to M. Harding to discuss the PI pilot project and report back to NMC

AGENDA ITEM	DISCUSSION POINTS	ACTION/OUTCOME	RESPONSIBILITY
	<p>management tool. Identified trends are followed up on and used as a quality improvement tool. It is a very effective tool. Synod will continue using this program even if they are no longer required to report data to WCHO. Project is very good at ensuring individual services being completed in CLS settings.</p> <ul style="list-style-type: none"> It was stated Encompass would need to support the project. Project is similar to PI reporting and using the balance scorecard. 		
Review updated procedures for out-of-network contracting	<ul style="list-style-type: none"> Information was disbursed (and will be emailed) to NMC. Feedback is due to M. McLain. 	Will be brought back to NMC in March	M. McLain will gather feedback on the procedures for out of network contracting
Discussion of provider concerns (Monroe)	<ul style="list-style-type: none"> There have been instances in Monroe of a Provider firing staff instead of reprimanding them, due to Rights substantiations. Another provider has a group home mgr reporting to his wife, which leaves staff feeling they can't report their concerns related to the home mgr. These practices are a concern to the Committee. Results in high turnover and inexperienced staff—possible safety issues for consumers. There was discussion of whether CMH or WCHO should consult with Providers on these issues. The Committee felt it was important to offer a consultative approach, rather than telling Providers how to conduct business. 	<p>Monroe CMH clinical staff will address provider actions around medication errors</p> <p>NMC contract analyst and Monroe contract manager will express concerns to the Providers and offer assistance in developing alternative practices</p>	<p>Monroe clinical staff will address concern of med error with Provider</p> <p>R. Green and T. Neville will address issue of staff handling, with Provider</p>
Review of 2007 Committee Workplan	<ul style="list-style-type: none"> Committee chairs received training on the new Affiliation Policy and Procedures Process Policy. NMC has policies that need to be developed and are on the 3 year schedule for review. Two year term limits are being implemented for regional committee chairs. NMC chair K. Gauthier's two year term will be completed 12/07. T. Neville was nominated as NMC next committee chair. Functions of NMC committee chair would be defined, versus PRU manager functions. Also, T. Neville will need to check with his supervisor to obtain permission to dedicate time to the work of Committee chair. There is Performance Improvement (PI) committee information available on the regional website. Forms are for the CMHPSM staff, not for Provider use. 	<p>Follow up with PI Committee chair</p> <p>Add link to provider manual on the PI (CMHPSM) website, in case a provider finds the CMHPSM site by accident and gets confused</p>	<p>K. Gauthier will follow up with S. Reitmeier to discuss time constraints of affiliation staff being a committee chair</p> <p>M. McLain will request provider manual link be added to the CMHPSM PI manual page</p>

AGENDA ITEM	DISCUSSION POINTS	ACTION/OUTCOME	RESPONSIBILITY
	<ul style="list-style-type: none"> • Cross communicating between regional committees will be incorporated into the PI quarterly committee and affiliate reports. • The NMC Workplan was sent electronically to members for review. • The vacant contract analyst position in PRU will not be filled at this time. WCHO is reviewing staffing in all departments to deal with budget cuts. Departments were asked to identify core functions. The core functions of PRU do not include the capacity assessment recommendations, so PRU will have to think creatively in order to accomplish these items. PRU is asking for input from affiliates regarding what our affiliates feel our “core functions” should be. • The majority of PRU staff time is spent on routine monitoring of Providers. Recommended changes in the monitoring process were presented, and will be discussed with ORR and forwarded to WCHO management. 	<p>Notify K. Gauthier with feedback/ changes needed to the workplan</p> <p>NMC supports recommended changes to provider monitoring, but expressed that changes must include a strong monitoring component for CLS providers</p>	<p>Contract Analysts will contact their assigned counties to get feedback</p> <p>PRU will ensure that their final recommendations for changes to the monitoring process address NMC's concerns re: CLS sites</p>
Next meeting	<ul style="list-style-type: none"> • 2/22/07; 1:30-4P; LLRC 	<p>Agenda Items</p> <ul style="list-style-type: none"> • Draft of PRU Overhaul Project in Encompass • Review of Q1 PI data 	