



Performance Improvement Data Sub-Committee

**Thursday May 26, 2005
10:30 to 1:00 p.m. – Veronica Walker Room**

**Monday, July 18, 2005
10:30 to 1:00 Towner, Rm. 263**

Present: Larry Newberg, Nicole James-Emerick, Bob Pattullo, Tracy Gomez, Pat Cowan, Gratia Karmes, Jeff Capobianco, Melissa Singleton

Absent: Phil Moise, Brenda Barry, Shauna Reitmeier, Steve Sheldon, Sheila Rittondale

Agenda Item	Discussion Points	Action / Outcome	Responsibility
1. Check-In / Ground Rules	<ul style="list-style-type: none"> Members checked in. All is well. The ground rules were noted. 		
2. Meeting Agenda / Minutes of June 9 & June 30, 2005.	<ul style="list-style-type: none"> Minutes of June 9 should be corrected, Item VIII., <u>Britt</u>, not <u>Nicole</u> will address the missing Natural Supports Data from CSTS. Minutes of June 30 should be corrected, Item VII. Correction made that “ a sample chart was handed out by <u>Bob</u>”, not <u>Phil</u>. No agenda items were added. 	<ul style="list-style-type: none"> Minutes of June 9 & June 30, 2005 meeting were approved. 	
3. New PI System.	<ul style="list-style-type: none"> Larry reported that Shauna has accepted the new Regional PI System position. The goal is to begin operations in the revised manner sometime near October, 2005. Until that time, this Committee will continue to serve as the Regional PI Committee and assist in all possible ways in the transition. Larry also reported that the AEC is now reviewing the membership and chair positions for all of the Regional Committees and changes are possible. The significance of this is that the Chairs of the Committees will be on the new PI Regional PI Committee. 		

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4. RCAC Update	<ul style="list-style-type: none"> In Phil's absence, Bob gave the report. There were no issues discussed at the July Regional Consumer Advisory Council that require any attention from the PI Committee. At the meeting, Phil gave an update on the work we are doing with developing a feedback report for providers on the Network Indicators. Phil also gave a brief update on the work we are doing with the Coordination with Primary Health Care. 		
5. QAPIP #2: Primary Care Coordination	<ul style="list-style-type: none"> Larry reported that he has not been able to connect yet with HSAG to solicit their opinion on the next steps we should take with this project in light of the problems that were identified in the HSAG EQR Report. The most recent version of the Plan for this study was reviewed. The EQR workgroup involving Kathy Dettling will be working on points 1. Regional Policy and Procurement, 2. Regional Form Letter, and 4. HIPPA compliant release. It is believed that all can be accomplished by the due dates referenced in the Plan. Work continues on the Best Practice Tips and the end of August is still possible. The meeting with HMO's is scheduled for August 5. An agenda for the meeting was developed and other details addressed. 	<ul style="list-style-type: none"> Follow up with HSAG on their opinions of next steps. Monitor progress of the EQR group on these issues. Keep working on these. Agenda, summary of results will be sent out to HMO's prior to meeting. Tracy will take care of food. Larry will 	<ul style="list-style-type: none"> Larry All Jeff, Pat, Gratia Gratia, Larry, Tracy

	<ul style="list-style-type: none"> • Good progress is being made with the description of the next phase of the Study. • Training of affiliation staff will be done in conjunction with the Regional Staff Development Committee. We determined that having this done by October, 2005 was unrealistic and the plan will be revised with a new due date inserted. 	<p>facilitate the discussion. All Committee members should plan on attending.</p> <ul style="list-style-type: none"> • Keep working on this. • Set new due date. Monitor progress of details of the Plan to determine content and timing of training. 	<ul style="list-style-type: none"> • Larry • Gratia, Pat, Nicole
6. QAPIP #1, Natural Supports.	<ul style="list-style-type: none"> • Larry reported on recent discussions with CSTS on the Natural Supports data. CSTS will be able to produce data. It will be a little late and they will not be able to sample the 2.5% desired. Even with the smaller sample, CSTS will still have more total number of recipients reviewed than others in the Affiliation. 		
7. Data due dates.	<ul style="list-style-type: none"> • Nicole reminded us that CSSN data and Network Indicator data is due on July 30. Co-Occurring data is also due on July 30. 	<ul style="list-style-type: none"> • All send data on CSSN Indicators and CSSN Co-Occurring data is to be sent to Nicole. • 3rd Quarter Provider Network Indicator, including Co-Occurring 	<ul style="list-style-type: none"> • All • All

	<ul style="list-style-type: none"> • It was also suggested that we begin discussion CSSN Indicators for 2006 at our next meeting. • Larry reminded us that PCP Satisfaction Survey Data and Natural Supports data is due July 30 to Larry. 	<p>data to be sent to local representatives by July 30.</p> <ul style="list-style-type: none"> • All send PCP data and Natural Supports to Larry. 	<ul style="list-style-type: none"> • All
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8. Network Indicators	<ul style="list-style-type: none"> • We continued our discussion of the Network Indicators for the 2nd Quarter. During the discussion we are reminded that at this time, Licensed Settings are reporting by Agency. Starting October 1, 2005, they will be reporting by home. • A Licensed Setting Provider in Monroe explained a low Satisfaction score with an account of services being eliminated without notice to the recipients. • Questions were raised about the status of Supported Employment 	<ul style="list-style-type: none"> • Plan for October 1 change. • Obtain more information about this situation with the concern being termination of services without notice. • Obtain more information 	<ul style="list-style-type: none"> • All • Tracy • Gratia

	<p>in Lenawee.</p> <ul style="list-style-type: none"> Nicole reported on errors that Kids In Motion had been making on their reporting. They had been reporting all recipients, even those not from Washtenaw County. That has been addressed and fixed. Discussion ensued about whether or not we should be asking Waiver Providers for Turnover and Satisfaction data even if they serve less than 5. This is a somewhat high risk population and service and the question is should we be asking for data even if below 5 are being served. The Network Management Group has been asked to consider this question. Today we agreed that we would recommend to Network Management that we do require Satisfaction data. Bob provided an update on the report to provide feedback to Providers. Larry volunteered to work on the section that shows the data tables. 	<p>about the providers. Are they serving more than 5? Should they be reporting?</p> <ul style="list-style-type: none"> Inform Network Management Committee of our recommendation. Finish draft of charts and add data tables to be ready for reporting for the July to September Quarter. 	<ul style="list-style-type: none"> Nicole Larry, Bob
9. Agenda for next meeting.	<ul style="list-style-type: none"> We agreed to have the following on the agenda for the next meeting: Process the HMO meeting, CSSN indicators for 2006, find a regular standing meeting time, plan for next Regional Provider Meeting. Discussion about who is keeping the official notebook of our proceedings; agendas, minutes, and critical documents. We believe it is Shauna but will check that out. 	<ul style="list-style-type: none"> Put these items on the agenda Bob will check with Shauna to see if she is still doing that. 	<ul style="list-style-type: none"> Larry Bob
10. Next Meeting.	<ul style="list-style-type: none"> The next meeting was set for Wednesday, August 10 from 1:30 to 4:00. Pat made arrangements for Towner II, Room 223. 		

Minutes prepared by Bob Pattullo, July 19, 2005