



Community Mental Health Partnership
of southeastern michigan

**Community Mental Health Partnership of
Southeast Michigan
Regional Provider Meeting**
May 15, 2009
LRC, Ann Arbor, MI –Room A

**Washtenaw Community Health
Organization**

Patrick Barrie, Interim Executive Director

Karen Milner, MD, Associate Director
Medical Director

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**Monroe Community Mental Health
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Welcome & Announcements-Shauna Reitmeier

Introduction of new staff in Finance & PRU:

- June Burke is the contact person for claims. Her contact information is burkejm@ewashtenaw.org (734) 544-6715
- Rhonda Hall is the person you can contact for any other issues, other than claims. Her contact information is hallr@ewashtenaw.org (734) 544-3071

WCHO Executive Director update-Steve Sheldon

- Steve explained the process and that there is now only one candidate due to the other candidate dropping out. The Board is looking into the possibility of re-opening the search, if needed. There were over 120 applicants for this position. Patrick Barrie is the candidate right now. PRU will communicate any updates as soon as there are any. You should have received a letter from Stuart Myers, whose firm is conducting the search. There will be time set aside for providers to attend a question/answer session. You should be getting this information soon. Feel free to contact them if you have any questions.

Emergency Information Needed-Shauna Reitmeier

- The sign in sheet today is asking for your emergency contact information. Please make sure that we have this information. This information will aid us in contacting a point person for any after hour emergencies. The next provider meeting will touch on emergency preparedness. We will be sending out confirmation to you asking for your emergency contact person.

MDCH/State Update-Eric Kurtz, WCHO)

- Eric provided copies of the MDCH Executive Order (this is also included as an attachment with the minutes)
- This report focuses on this fiscal year only. Our organization was offered as a pilot station last year. We still have to do Phase I, this is for informational use only until they decide to do Phase 2.



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- Some of the cuts are:
 - Executive Order cuts: approximately 222 million will be cut in the final quarter. The Affiliation is composing a letter suggesting cuts.
 - According to the report there will be cuts on dental services. Anticipate not having dental services
 - Our Affiliation is in the process of developing a timeline to meet with local legislation.

Office of Recipient Rights Update-Shelley Koyl (Monroe)

- When you are electronically submitting your incident reports, please do **not** send the paper copies to us. This is creating confusion and duplicate incident reports.
- Monroe CMH had an audit by the CMH office and they received a perfect score of 292 out of a possible 292! Great Job Monroe!
- Rights is still on the initiative of 45 days for processing incident reports-people are doing better. Please remember that if Rights calls you, you can help them by calling them back as soon as possible. This will help them keep to their timeline.
- Culture of Gentleness is a new initiative by the State. It stresses the need to look at ourselves and staff in a different light-not as staff but as caregivers. Treat people as someone who is respected in our lives and family. Rights attended a training which advocated physical contacts such as doing sensory integration. There could be obvious Rights implications.

Policies:

- **Customer Service Policy-Shauna Reitmeier**
 - The finalized version should be ready by next Tuesday's Board meeting (5-19-09). The updated version will be posted on the website soon.
 - The Grievance and Appeal policy used to be as one. Grievance will still be in the Customer Service Policy.
 - This insures clarity with consumers about Bill of Rights.
 - Bill of Rights is in Customer Service now also.
- **Appeals Policy-CJ Witherow**
 - All grievance language is taken out of this policy
 - When doing this they tried to make it user friendly.
 - Expedited auth decisions-this is included in the new policy
 - Consumers or guardians have the right for representation at an appeal.
 - Stephanie Risk is the new contact person for Fair Hearings. Her contact information is risks@ewashtenaw.org or (734) 544-6714/
- **Audits-CJ Witherow**
 - CJ explained the audit cycle and the findings for this year.
 - MDCH audit will be a review of corrective action this year.
 - Children's waiver audit
 - There were 3 audits within a 5 week period
 - Next year will be the MDCH audit full review

2. Incident Report follow-up-Shauna Reitmeier-This policy has been in place for over a year. This will help to automate our report system to be more efficient. This also ensures that we get accurate data and the reports must be completed completely with accurate information.



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- There is a tip sheet that was in the handouts for you to post for your staff to review.
 - The ultimate goal is for providers to directly enter or scan information into Encompass. (Do **not** send paper back up if you have electronically submitted the information).
 - Shauna will be getting with providers to see how we can get this process streamlined so that we don't have duplication of incident reports.
 - If you need training, please let us know and we can arrange for training.
 - There needs to be accurate information included when entering incident reports.
 - PRU is starting to trend what information we are missing and then we can contact providers for assistance. (this causes a delay in the process)
 - Some of the issues with IR's are:
 - Documents aren't lined up and information is cut off
 - Missing consumer name-no abbreviations-must have legal name of consumer
 - Missing provider information
 - Missing date and time of incident
 - Information not legible
 - There is a policy and tip sheet given as a handout (attached to minutes)
 - There is a sample of the AFC licensing form on the last page of the policy. If you are required to use a different form, then use the report that you need to use. Please make sure that the information indicated above is provided.
 - Questions were raised about the safety/security of Encompass. PCE, which hosts Encompass, backs the system up nightly. Each time you sign in to Encompass you are tracked and logged. This does cover the HIPAA requirements.
 - The goal is to have all provider staff entered into Encompass.
 - There is a possibility for a future meeting to have IT come to a provider meeting to discuss Encompass.
- 3. Application for Renewal and Recommitment (ARR)-Mary O'Hare/Shaua Reitmeier**
- ARR is a requirement given to us by the State regarding our quality improvement plan for the next 5 years.
 - There were various stakeholder forums, environmental scans, Zoomerang surveys.
 - This was completed and sent to the Executive Committee on Thursday, May 14th.
 - Shauna explained the various ARR sections
 - She asked that providers please give feedback on this document-positive, negative or mutual. (We will send you the entire document electronically-copies were handed out at the meeting)
 - Some shaded areas that may have an impact on you as a provider.
 - The intent of the document-define philosophical approach, QI plans are some of the steps that show where we are and where we need to be in 5 years. This would involve training.
 - Consumer definition is different from provider definition in certain areas. Emphasis around consumer meaningfulness.
 - This plan will change thru time-value of this plan right now is to open up and listen to consumers. Learning to ask questions that are meaningful to consumers and their comprehension of their goals.



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ARR Review Notes from group input

- Look at existing models that have the same outcomes as Gentle Teaching
 - On Site visits with providers to incorporate practices that align with direction
 - Meet with providers to see how we can as a whole accomplish the goals
 - Minutes about updates on the provider section on the website
 - Participation on workgroups/committees
 - Facilitate sharing between providers
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- Steve Sheldon stated that we need to re-think what we are doing now and what we can do to implement this policy. This could end up saving money by stopping other procedures that aren't needed. This is moving in a direction, we are not doing this immediately.
 - Trish Cortes stated that conversations are still in process that are looking at present required trainings and if they will still be effective both physically and emotionally for the consumer.
 - The question was asked if providers wanted to be involved with this
 - Yes, post meeting updates on the web.
 - Put the ARR minutes on the website
 - Committee participation
 - Steve Sheldon asked how many of the providers expect to be in business in the next 10 years: most everyone raised their hands. Competition of work force will have a dwindling number of people competing for jobs. Section 10 of the ARR focuses on the training of staff to become supervisory staff.
 - Question was asked on how the ARR progress is tracked:
 - There will be a culture survey that will be implemented that would incorporate questions of the safety of environment: staff feeling safe, consumers feeling safe. Possibility to send out a survey to providers like Zoomerang to get feedback.
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4. Reminder to complete the meeting survey. This helps to communicate what information you would like to address.
- Meeting adjourned @11.:24 a.m.

Next Provider Meeting:

September 18, 2009, 9:30-12:00 at 555 Towner, Room 1120 (old 107)