**Central Wisconsin Health Partnership**

**Comprehensive Community Services Regional Coordinating Committee**

**Quality Improvement Committee**

Thursday, May 25th, 2017

**Participants:** Tancy Helmin, Joann Stephens, Gretchen Malkowsky, Amanda Negaard, Jan McDonough, Tanya Amos, Allison Else, and Lori Martin

1. 2016 Consumer Satisfaction Survey – Regional Coordinating Committee feedback

* The Regional Coordinating Committee reviewed the draft 2016 Regional Consumer Satisfaction Survey Report. There was suggestion to ask the consumer members of the Committee to review, analyze, and make suggestions. For example – one of the items on the survey is “my child is able to cope better when things go wrong”. There was also a suggestion to have them consider and suggest areas of training that may be wanted/needed. The consumers are planning to meet prior to the June Regional Coordinating Committee Meeting.
* Send RCC contact list to Tancy

1. Individual Placement Support (IPS) – update on Lori’s research
   * + At past meetings, the committee has discussed IPS as a possible option for the region, and Lori offered to look into it further. Earlier this month, she spoke with Bob Meyer, an IPS trainer through UW-Madison.
     + Review of IPS informational handout
     + Next steps – Lori will attend the 9:00 – noon IPS overview session at the annual IPS meeting in Madison on June 12th
     + If there is interest, Bob has offered to come to the region and do a presentation and answer questions. Suggestion to put on agenda for June Regional Coordinating Committee meeting and suggest inviting Bob to the August meeting if there’s interest.
     + Lori will follow-up with Kristin Skolnik regarding the Western Region Integrated Care’s experience integrating IPS with their regional CCS
2. Update on Lori’s visits to local Coordinating Committee meetings
   * + Lori has visited Adams, Marquette, Juneau, and Waupaca Counties’ Coordination Committee Meetings this Spring, and is putting together a list of collective list of strengths for review and discussion by the committee. She has Green Lake and Waushara County’s committees to visit. The committee can review and discuss at the July meeting.
3. CCS Statewide QA/QI Toolkit Review
   1. Referral Form
      * Although not part of the statewide toolkit, there was agreement that a standardized form would be helpful. Reviewed samples from Adams and Waushara – decided to build on sample from Adams.
      * Lori will update and distribute a sample that includes the following suggested modifications for the committee’s review:
        + Begin with “instruction” - what the ideal process is (complete with the consumer; provide the consumer with information related to CCS – include link to consumer handbook; consider regional brochure)
        + Checklist re: appropriate referral criteria. For example: do they live in “x” county? Other interventions have been tried (e.g. outpatient therapy).
        + Replace “Medical Assistance #” with “Do they have Medical Assistance?”
        + Replace “MH or AODA Diagnosis” with Waushara County’s question: “Client’s clinical diagnosis, name of doctor diagnosis, and how symptoms are manifested:”
        + Page 2: before “office use only” section, add permission to share/agree to be referred statement and place for consumer’s signature.
   2. Application
      * Discussed language of toolkit sample – not consumer-friendly. Amanda described Juneau’s form; group agreed to start with this as a template. Amanda will send Lori Juneau’s application form, and Lori will review for compliance with DHS 36 and will send to committee for review.
   3. Determination of Need / Authorization of Services
      * Lori suggested adding an “Assessment of Initial Needs” section right before “the applicant is not eligible…” section. Per DHS 36.13(2)(b) the mental health professional could identify and indicate initial needs that would be provided prior to completion of the full assessment and recovery plan. Examples may include service facilitation, medication management, therapy, etc. Suggestion to include checkboxes for services that may be common, and an “other” section for consumer-specific needs.
      * Lori will make suggested changes and send to the committee for review.
   4. Physician Prescription
      * The toolkit form is based on our current regional form. Discussed prescription renewal. Although not required by Medicaid, best practice is to renew annually. Decision to leave the language on the form as “This prescription is considered current until otherwise revoked, or upon discharge from CCS”, but agreed upon regional practice would be to renew annually.
   5. Admission Agreement
      * Didn’t discuss in detail – need to revisit
   6. Comprehensive Assessment
      * The statewide toolkit form was based off our current regional form. Discussed whether to use the statewide toolkit version as a template or the current regional assessment. Decision to use the current regional assessment and make the following modifications:
        + Separate the assessment summary and utilize a modified version of the statewide toolkit (see g. Assessment Summary)
        + Life Satisfaction domain – get rid of “Life Satisfaction Scale”, as well as Question 2 (what aspect don’t you like…). Add Questions 1 – 5 from statewide toolkit form.
        + Mental Health/Behavioral Health domain – Add “Mental Health / Behavioral Health Overview chart, as well as “Mental Status Exam”
        + Substance Use domain – add questions 1 – 10, as well as “Substance Use Overview – Services and Supports chart.
   7. Assessment Summary

* Reviewed statewide toolkit form. Group request a narrative / diagnostic formulation section be added to the end. Lori will send an updated draft to the committee for review.
  1. Service Plan
* Group reviewed statewide toolkit form. The following modifications were suggested:
  + Page 1: below the line, ask for “Consumer strengths” and “Consumer barriers” (take off “identified/related to goal and objective achievement”)
  + Page 1: take off “the consumer is deceased” as one of the discharge criteria
  + Pages 2 and 3: Add “Associated Domain” under “Consumer’s Desired Outcome / Measurable Goal”

1. 2017 meeting schedule

Training 12:30 – 2:00 and QI Meetings 2:00 – 3:30

* Thursday, July 20th
* Thursday, September 21st (possibly reschedule)
* Thursday, November 16th

*For future discussion*

* Planning for 2017 Consumer Satisfaction Survey process