

**Central Wisconsin Health Partnership  
Comprehensive Community Services Regional Coordinating Committee**

**Quality Improvement Committee**  
Marquette County Department of Human Services  
Thursday, May 26<sup>th</sup>, 2015

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**Present:** Erika Dorrington and Tancy Helmin, Consumer/Community Representation; Allison Else and Kay Saarinen-Barr, Adams County; Tanya Amos, Waushara County; Gretchen Malkowsky, Green Lake County; Clint Starks and Wade Rasmussen, Marquette County; Shannon Kelly, Waupaca County; JoAnn Geiger, Juneau County; Dan Naylor, Dr. Rick Immler, and Lori Martin, White Pine Consulting Service

**1. Update on discussion with Laura Blakeslee**

- Dr. Blakeslee shared that she will be leaving in early July; moving with her family to the Washington D.C. area. The plan is to hire her replacement; in the meantime, Tim Connor and Langeston Hughes will be the primary contacts related to data reporting.
- Quarterly Enrollment data
  - Lori has been collecting and recording the quarterly enrollment data sent by each site to the DMHSAS for our region's records and analysis (see handout)
  - 3 of 4 counties reporting 1<sup>st</sup> Quarter 2016 data had discrepancies between what was reported for enrollment numbers at end of Q4 2015 and what was reported at beginning of 1<sup>st</sup> Q 2016. Dr. Blakeslee uses the most recently reported number. Lori suggested supplying sites with that data that was previously reported for their reference; Dr. Blakeslee will request that Langeston to do this moving forward.
- Annual CCS Survey data
  - Dr. Blakeslee will send Lori a summary of the data submitted by each site in our region to analyze and share with our committee.

**2. Summary of results – Office of Inspector General (OIG) audits and Department of Quality Assurance (DQA) surveys**

- Thank you Service Directors for sending Lori the results of DQA surveys and OIG audits. The information was consistent with data summarized by the Behavioral Health PAC of the Wisconsin County Human Services Association (WCHSA), and will be helpful both in terms of helping counties prepare for future visits, as well as in the development of regional forms and training.

**3. Standardization of forms**

- Physician's Prescription and Discharge Summary
  - Waushara and Juneau County's Coordinating Committees have approved the regional Physician's Prescription and Discharge Summary forms. Waupaca and Green Lake Counties have it on their next Coordinating Committee agendas. Tanya shared a couple of suggestions from a consumer on their committee – to "bold" the name of the specific county in the header/letter head; and to add "gender" to the contact information on the Physician's Prescription.
  - As requested, on April 28<sup>th</sup>, Lori sent the two forms for review and comment to individuals representing DMHSAS (Langeston and Kenya), DQA (Mark and Hannah), and DHCAA (Steve) for review and comment. After following up, Langeston sent the following response: *"Looking at the discharge summary and the Physician Prescription, it looks like you have covered everything by the numbers as stated in the rule."*
  - Committee discussed steps for adoption of regional forms:

- Each county will take the form(s) to their local CCS Coordinating Committee for approval. If there are suggestions for changes, the Service Director will share them with Lori.
- Lori will incorporate any changes/updates suggested by sites' Coordinating Committees. If they are minor, Lori will submit the "final" form(s) to Hannah Whaley at DQA for approval. If the changes are substantial, sites may need to take back to their local Coordinating Committees for review and approval.
- Orientation Training Checklist and Ongoing Training Log
  - Draft forms were developed and piloted for the May 24<sup>th</sup> CCS Provider Orientation Training.
- Assessment/Assessment Summary and Recovery Plan
  - Several pieces of new information have become available over the past couple of months that will be helpful in finishing the drafts including information and samples shared by Langeston during his May 4<sup>th</sup> documentation workshop; and the summarized results of the OIG audits and DQA survey visits. There was also a suggestion to consider demographic information requested as part of the state's annual CST survey and incorporate the items on the assessment form.

#### **4. Use of Evidence Based Practices (EBPs)**

- Use of EBP's has been identified by the Service Directors as an area they'd like to pursue. There are several dimensions of this discussion including – which EBPs are most needed, which to pursue, to what degree (of implementation), and training needs.
- The committee referenced the Department of Health Service's Definitions of EBPs for the 2015 CSP and CCS Program Surveys which was provided as a handout.
- Group discussion:
  - Allison shared her experience with the Integrated Dual Disorder Treatment (IDDT) model. In order to be successful, there needs to be buy-in and extensive commitment. Fidelity to the model is very important.
  - Dan- Adams and Waushara counties are both going through training related to Cognitive Behavioral Training (CBT). The suggestion is to have one or both counties present on their experiences.
  - Rick spoke to the challenges of staff turnover.
  - JoAnn G. – it's hard to think about implementing new EBP's while trying to solidify other aspects of the program. She suggests making this a longer term goal.
  - Gretchen – some fidelity measures aren't realistic in small counties. Also suggests the implementation of additional EBP's be a longer term goal; and that we continue to focus on completing our regional forms.
  - Shannon – thinks we should have larger conversations to ensure we're on the same page with agency Directors and other key staff. She also shared that they have a clinician who recently went through Trauma Informed Child Psychotherapy for parents.
  - Suggestion to have Allison come and speak to the Service Facilitators at their meeting on June 20<sup>th</sup> in Green Lake.

#### **5. Data quality and accessibility – update on Dr. Immler's meeting with Waushara staff and next steps**

- Rick gave an overview of his discussions with Waushara County staff related to data collection, reporting, and accessibility/usefulness.
- Group discussed the dashboard that is soon to be available for the Program Participation System (PPS). Decision made to wait and see what's available through the dashboard.

#### **6. Draft consumer income questionnaire (Consumer Satisfaction Survey follow-up)**

- Tabled due to time constraints.

**7. Consumer Involvement**

- Dan and Erika led discussion on a document they developed with Joann Stephens on the topic of Consumer and Parent Role in Systems Change, including participation on the Regional Coordinating Committee and subcommittees.

**8. Other**

- Lori will be meeting with the region's fiscal managers on Tuesday, June 7<sup>th</sup>. The primary agenda item will be to discuss consistent and accurate reporting of White Pine's services.

**9. Upcoming 2016 meetings (all 12:30 to 2:00) – July 28<sup>th</sup>, September 22<sup>nd</sup>, and November 10<sup>th</sup> in Montello**

- Agenda item – 2016 Consumer Satisfaction Survey