NORTH SOUND MENTAL HEALTH ADMINISTRATION ADVISORY BOARD MEETING

North Sound Mental Health Administration Conference Room 117 North First St., Suite 8 Mt. Vernon, WA 98273 August 3, 2004 1:00 PM

Agenda

- 1. Call to Order Introductions, Chair 5 minutes
- 2. Revisions to the Agenda, Chair 5 minutes
- 3. Approval of the June 2004 Minutes, Chair 5 minutes
- 4. Comments from the Public -5 minutes
- 5. Correspondence and Comments from the Chair 5 minutes
- 6. Committee Reports
 - a. Executive Director's Report Charles Benjamin 5 minutes
 - b. Finance Committee Mary Good 5 minutes
 - c. Agenda Committee Tom Richardson 5 minutes
 - d. QMOC Report Mary Good 5 minutes
- 7. Items To Be Brought Forward To The Board of Directors Charles Benjamin, Executive Director
 - a. Consent Agenda
 - b. Board of Directors June Action Item not yet Reviewed by the Advisory Board
 - c. Board of Directors August Action Items
 - d. Board of Directors August Introduction Items
- 8. Unfinished Business
- 9. New Business
- 10. Comments from County Advisory Board Representatives 15 minutes
 - a. Island
 - b. San Juan
 - c. Skagit
 - d. Snohomish
 - e. Whatcom
- 11. County Coordinator Report
- 12. Comments from Public 5 minutes
- 13. Other Business
 - a. Request for Agenda Items
- 14. Adjournment

<u>NOTE:</u> The next Advisory Board meeting will be September 7, 2004 at the NSMHA Conference Room, 117 N. First Street, Suite 8, Mount Vernon.

North Sound Mental Health Administration MENTAL HEALTH ADVISORY BOARD

June 1, 2004

Present: Marie Jubie, Tom Richardson, Charles Benjamin, Charles Albertson, Julian

Marsh, Jack Bilsborough, Jim King, James Vest, Patricia Whitcomb, Mary

Good, John Patchamatla, Dean Stupke

Absent: Chris Walsh

Excused: Patricia Little, Bruce Radtke, Joan Lubbe

Staff: Greg Long, Bill Whitlock, Shirley Conger, Deirdre Ridgway, Sharri Dempsey,

Rebecca Pate

Guests: Karen Mooney, Laurel Britt, Kenny Miller, Alberta Finley, Tom Sebastian,

Brenda J. Oertell, Michal Glauner, Barbara LaBrash, Niels Eskelsen

MINUTES

TOPIC	DISCUSSION	ACTION

CALL TO ORDER, INTRODUCTIONS

Chair Jubie Chair Jubie convened the meeting at 1 p.m. and Informational

welcomed those present. Introductions were made. There was a pre-meeting with Marie Jubie and Kenny Miller of the TASLE group who gave a

presentation on their grant.

REVISIONS TO THE AGENDA

Chair Jubie None None

APPROVAL OF MINUTES

Chair Jubie The May 2004 minutes of the Advisory Board

meeting were reviewed and passed. Motion to

approve, seconded. Motion carried

Informational

COMMENTS FROM THE PUBLIC

Alberta Finley thanked the Advisory Board for sending consumers to the Peer-to Peer conference. There is concern on how to reach consumers in a more meaningful way and through research she discovered that NAMI International has the Peer-to-Peer program. This program is written and run by consumers and NAMI Skagit just completed their first class this summer. Alberta was here to appeal to the Advisory Board for support in

helping cover the cost of \$705 for a state trainer to go to conference in Mississippi. The pre-requisites for a trainer are that they take the training and complete the class. Question and answer period followed. Tom expressed he liked the idea of matching the cost between the county NAMI and it would be an investment well spent. Training would begin in the North Sound five-county region and continue from there throughout the state. Motion made to fund candidate for the Peer-to-Peer training in the amount of \$352.50 with a deadline of one month for county NAMI to share the cost, seconded. Tom suggested chair send out a memo to all NAMI organizations throughout the state for their help in sharing the cost of a state trainer. See Attachment A for further information.

Motion carried

CORRESPONDENCE AND COMMENTS FROM THE CHAIR

Chair Jubie

Marie just returned from Anaheim after attending a conference on "self-advocate becoming empowered". There were 1,200 people in attendance and this was a great event to attend.

Informational

UNFINISHED BUSINESS

None.

Executive Director's Report

Informational

Charles Benjamin

Our Vision of Hope and Path to Recovery is where NSMHA needs to focus. The restrictions on the Medicaid dollars are coming down, which makes this a struggle. On June 15, 9-1, in NSMHA conference room, NSMHA is having a transition planning committee meeting to decide how these changes will be put into effect. NSMHA will focus on the very critical components of our system: Crisis/Emergency Services, with our flexible funding (2.2 million a year). The assistance the NSMHA has previously provided equals 2.7 million; therefore, NSMHA is looking for efficiencies and ways to generate more revenue to cover areas. If a provider does not bill non-Medicaid parties for services rendered, that provider could lose their Medicaid funding. NSMHA's care crisis line and our involuntary and voluntary treatment services are for the entire population of our region, not just Medicaid. This will raise some interesting issues to be worked through and if anyone is interested in participating join NSMHA on June 15. Following this meeting, on Friday, June 18, 10-12, NSMHA conference room, there will be a NSMHA Planning Committee meeting; representatives from the NSMHA Advisory Board are Tom Richardson, Marie Jubie, Mary Good and Jim King.

WMIP project - DSHS is holding a Community Advisory Committee meeting June 11, 9:45-10:45, at Everett PUD. The MHD has contacted the MHA to hold a stakeholder meeting to discuss the impact on mental health from WMIP. meeting is June 28, 9-12, Cotton Tree, Mount Vernon. See Attachment B for details. Charles will do a PowerPoint presentation on what he feels are the potential degradation of services to our region due to WMIP. NSMHA hopes that MHD will address these concerns at this meeting or get back to NSMHA on the potential degradation of Implementation for WMIP has been services. delayed to January 1 but is moving ahead with prescription drugs and medical care portion in October. DSHS is required to report back to the state legislature in September on how they've worked with the local community stakeholders to minimize or void any of the degradation of services that people have been talking about. Sgrignoli is point of contact in Snohomish County who is communicating with DSHS on WMIP and doing an excellent job.

NSMHA did everything possible to save the Martin Center. Even with all the help and support of letters from other individuals, Karl Brimner called and Martin Center will be closing July 1. Tom expressed the effort that Whatcom County made to try to keep Martin Center open. Community Services (CCS) has been operating Martin Center for several years and can no longer do this at the rate of loss. CCS made offers to the state of continuing to operate with matching funds from the state and the state declined. It was also recommended that the state close down one bed in the Child Treatment Study Center, which is a state run facility, to fund two beds at Martin Center and the state rejected that recommendation. NSMHA will need to become innovative on how to service children within our area or they will be moving to other areas.

WCPC has a new Executive Director, Andy Byrne. Andy was Whatcom County Human Services Manager, very active on NSMHA Board of Directors and was Chair of QMOC.

Another issue to impact NSMHA is the unfunded federal mandates through Balanced Budget Act.

The External Quality Review Organization (EQRO) will be visiting the region and NSMHA, King and Peninsula are in the first round of reviews. EQRO will be on site in July. NSMHA will get a draft report from EQRO in August. EQRO will complete all on site visits by December. EQRO will write up a state aggregate report from January through March that EQRO is to submit to Centers Medicare/Medicaid Services or CMS. Due to the changes, NSMHA has been forced to reorganize.

Jack Bilsborough was recognized for his devoted service and commitment to the improvement of consumer lives.

Tom asked how NSMHA and APN negotiations are faring. Charles stated they are going well. Hopefully, negotiations will wrap up tomorrow.

Tom requested information on the Governor Legislative taskforce. Charles informed the board that the legislature passed the budget proviso last session of approximately \$80K for the legislature and governor to put together a taskforce to look at public mental health system in the state of Washington. There are five main areas in the budget proviso:

- > Funding distribution;
- ➤ How effective is administrative structure;
- > Have they developed Performance Outcome Measures:
- Residential bed capacity for both inpatient/outpatient services; and
- ➤ Non-Medicaid clients

There will be an email list out of Carrie's office for anyone who wants to keep abreast of what is happening. Regular emails will be sent to update you on what is being done. The address is cheryl.huggins@ofm.wa.gov.

The republican and democrat from the House and Senate, Chair from Joint Legislative Audit Review Committee (JLARC), Cody, Mike Shelton from Island County, Barbara Bailey a Representative from Snohomish County and no tribes are represented on the taskforce. NSMHA would like to put together a couple of people from the Advisory Board, a couple of people from Snohomish County and someone from Compass Health so the providers can be represented. Charles would like to meet with Barbara to let her Motion tabled

know what the North Sound is doing. Tom stated that the Advisory Board, consumers and advocates should be vocal on not being included in these meetings. Tom emphasized that the people most intimately familiar with mental illness ought to be part of the discussion about what is good, bad and the outcome of any changes proposed. Charles encouraged tribal, consumers and advocates to seek being included on the taskforce via a motion. Motion was tabled until proper verbiage could be developed.

Sharri expressed appreciation for including the tribes.

Finance Committee Report

Marie Jubie

The committee reviewed the bills and they looked in order with large expenditure allowing 16 people to go to the Behavioral Health Conference. Minutes approved from last meeting. Region is looking for friendlier bank due to excess finance charges. See Attachment C for details. Motion to approve finance report, seconded.

Motion carried

Informational

Executive Committee/Agenda Committee

Tom Richardson

Discussed planning agenda for time, place, etc. for annual Advisory Board retreat. It will probably be in September or October at the Skagit Resort. Discussed all aboard schedule for the rest of the calendar year. Any comments or input for either of these events, contact Tom, Sharri Dempsey, or Marie Jubie. Talked about going to upcoming candidate campaigns as active advocates for mental health.

QMOC Report

Mary Good

Andy Byrne resigned from QMOC. At the meeting a motion was carried to approve Clinical Guidelines with requested changes. QMOC was briefed on the new Complaint, Grievance, Appeal and Fair Hearing Policy. Ombuds gave their semi-annual report. Terry McDonough gave a report on Peer Review. Greg Long gave a report on Crisis Review statistics. Wendy Klamp reviewed changes to the Quality Management Plan. Joan Dudley informed QMOC that Martin Center was officially closing June 30. Meeting evaluations were distributed for completion.

Informational

ITEMS TO BE BROUGHT FORWARD TO THE BOARD OF DIRECTORS

Consent Agenda

None

Charles Benjamin

Action Items

Charles Benjamin Asking for approval for new job description of

Quality Specialist. Motion to approve, seconded,

tabled to next meeting.

Motion carried

Informational

Informational

Items Nor Yet Reviewed by the Advisory Board

Charles Benjamin

Introduction Items

Charles Benjamin

None.

NEW BUSINESS

Greg Long A comprehensive PowerPoint presentation was Informational

given on Clinical Guidelines. See Attachment E for further information. A discussion, question

and answer period followed.

Shirley Conger A comprehensive PowerPoint presentation was

given on Ombuds Satisfaction Surveys. Attachment F for further information. discussion, question, and answer period followed. If anyone desires any further information, please

contact Chuck Davis or Shirley Conger.

COMMENTS FROM COUNTY ADVISORY BOARD MEMBERS

Island Patricia Whitcomb had nothing to report. Informational

discussed all that is happening with CMS.

San Juan Barbara LaBrash from county coordinators

> reported from San Juan. San Juan is moving ahead with the facility for our mental health and Drug and Alcohol Center. A building has become available on Friday Harbor close to the medical center, which could fulfill the needs of San Juan. On June 17 San Juan is hosting a visioning meeting with San Juan County Commissioners, the hospital district commissioners, Compass Health and Sound Recovery to further develop a partnership between these four entities and begin the long-range visioning process for the clients in the community. This all hinges on the changes with Medicaid

reimbursements.

Jim King stated they don't have a meeting till next Skagit

week. Hopefully, we will have a triage report at that time. Still obtaining cost data information and

will be better able to inform at next meeting.

Snohomish Tom Sebastian stated the consumer art show was a

great success and raised \$8 or \$9K. All this will go

directly into the art program.

John Patchamatla stated that Snohomish County has 10-15K military families that we don't even touch. Counties tend to partner with the military community. John will aid with the military outreach in any way. Jim asked if someone from the military could come and talk at the Advisory John stated he would ask the base commander to come do a presentation at the next pre-meeting. Iames discussed a possible way to communicate with the Pacific Rim organizations.

Whatcom

Gary Williams discussed CMS and Medicaid issues with Whatcom. Whatcom has a huge budget that they would like to use for non-Medicaid. They are making changes and working hard like all the other counties to implement the changes due to CMS and BBA.

Informational

COUNTY COORDINATOR REPORT

Nancy Jones None Informational

CONSUMER RUN PROJECTS

Gary Williams None Informational

Informational

COMMENTS FROM PUBLIC

Jack Bilsborough

Mentioned the Involuntary Treatment Act (ITA) Jack asked if some change has occurred with the state law involving the ITA? This concern was expressed due to the incident in Stanwood. Greg said the public knew Mental Health saw gentleman in question. He was seen for five or six hours and the media act occurred ten days after patient was NSMHA will be doing a seen at hospital. continuous quality improvement. A discussion period followed.

Jack questioned the Confidentiality Act. Does this prevent facilities from telling them their child is being held in the facility? Deirdre mentioned in the legal arena HIPPA was designed to guard Protected Health Information (PHI) and a client's name is PHI. HIPPA is very specific in the confidential arena. It was suggested that a person obtain a durable power of attorney or guardianship papers to help get through these issues.

Tom Richardson

Tom brought forward the previously tabled motion and made a motion that Advisory Board direct the Chair to lobby in writing and verbally communicate with members of the Joint Legislative and Executive Taskforce on behalf of Mental Health to add two representatives each to the taskforce from among consumers, family advocates and Tribal Governments. Moved to approve, seconded.

Motion carried

OTHER BUSINESS

Request for Agenda Items

Chair Jubie None. Informational

ADJOURNMENT

Chair Jubie Chair Jubie adjourned the meeting at 3:10 pm.

MEMORANDUM

DATE: July 20, 2004

TO: NSMHA Advisory Board

FROM: Charles Benjamin, Executive Director

RE: August 12, 2004 Board of Director's Agenda

Please find for your review and comment the following that will be discussed with the Board of Directors and brought forth at the August 12, 2004 NSMHA Board Meeting.

All items referred to below are accessible on the NSMHA website by visiting: http://www.nsrsn.org/Boards/A Board Packet.htm

Consent Agenda

- 1) Motion # 04-029 To review and approve the North Sound Mental Health Administration's Quality Specialist job description. Our HR specialist has recommended changes to the current job description due to it being outdated with the changing duties and responsibilities in the Quality Management Department.
- 2) Motion #04-023 To review and approve the North Sound Mental Health Administration's amendment to the Quality Management Plan 2004-2005, removing the requirement to conduct the Supervised Living Review and Jail Review.
- 3) Motion # 04-027 To review and approve the North Sound Mental Health Administration's revised Complaint, Grievance, Appeal and Fair Hearing Policy. We have revised our current Complaint, Grievance, Appeal and Fair Hearing Policy to comply with the new BBA standards
- 4) Motion # 04-028 To review and approve the North Sound Mental Health Administration's proposed Compliance Plan. The purpose of this plan is to outline and define the scope, responsibilities, operational guidelines, controls and activities employed by NSMHA to ensure that we maintain an environment that facilitates ethical decision making and that we act in accordance with the laws and regulations that govern us. The plan establishes the NSMHA Finance Committee as the Compliance Committee and charges it with developing and implementing the program.

Board of Directors June Action Item Not Yet Reviewed by the Advisory Board

1) To review and approve the North Sound Mental Health Administration's Transition Plan. Scope:

The work-group will focus on developing short-term (in the next month), intermediate term (next 2 months) and long-term (3 months or longer) implementation plans for this system change. This will include clinical, programmatic and administrative changes, as well as policy initiatives. This work-group will monitor the initial implementation of these changes to assure orderly and appropriate transitions.

Board of Directors August Action Items

1) Motion #04-030 - To introduce North Sound Mental Health Administration's Regional Training Plan. In 2003, the Regional Training Committee developed the first NSMHA Regional Training Plan. In December 2003, the committee surveyed provider supervisors and leaders to get feedback on the plan. As a result, the Regional Training Committee has completed a review and revision of the plan that has decreased the burden of training requirements while ensuring that all staff are

- oriented and trained in the manner, which ensures high quality care. The committee also responded to feedback and made the plan format more simple and understandable.
- 2) Motion #04-026 To introduce contract # NSRSN-APN-DDD-Crisis-02, amendment 4. This amendment will:
 - 1. Under Terms and Conditions add a new subsection L to read as follows: All references to Associated Provider Network and CONTRACTOR shall mean Associated Provider Network and its member organization Compass Health.
 - 2. Under Terms and Conditions add a new subsection M to read as follows:

 <u>Contract Performance/Enforcement.</u> NSRSN shall be vested with the rights of a third party beneficiary, including the "cut through" right to enforce performance should CONTRACTOR be unwilling or unable to enforce action on the part of its network and subcontractors. In the event that CONTRACTOR dissolves or otherwise discontinues operations, NSRSN may, at its sole option, assume the right to enforce the terms and conditions of this Agreement directly with CONTRACTOR's service network and subcontractors. CONTRACTOR shall include this clause in its contracts with its subcontractors. In the event of the dissolution of CONTRACTOR, NSRSN's rights in indemnification shall survive.
- 3) Motion # IN-014 To introduce the North Sound Mental Health Administrations contract # NSRSN-APN-04-05, amendment 1. This amendment will replace the current pages 1-55 with revised language and replace Attachment XXVII with a new Attachment XXVII. The purpose of the amendment is to bring the contract into compliance with BBA regulatory requirements and to adopt changes imposed by CMS through the State Medicaid Plan Waiver approval process. The amended language also adds a structure for a transition planning process to result in future contract amendments that will be approved by the NSMHA Board of Directors.

Board of Directors August Introduction Items

- 1) Motion # IN-015 To introduce the North Sound Mental Health Administration's contract # NSMHA-Whatcom-04-05, Amendment 2. This amendment replaces the current pages 1-28 with revised language and replaces Attachment X with the new Attachment X. The purpose of the amendment is to bring the contract into compliance with BBS regulatory requirements and to adopt changes imposed by CMS through the State Medicaid Plan Waiver approval process.
- 2) Motion # IN-016 To introduce the North Sound Mental Health Administration's contract # NSMHA-San Juan-04-05, Amendment 1. This amendment replaces the current pages 1-29 with revised language and replaces Attachment X with the new Attachment X. The purpose of the amendment is to bring the contract into compliance with BBS regulatory requirements and to adopt changes imposed by CMS through the State Medicaid Plan Waiver approval process.
- 3) Motion # IN-017 To introduce the North Sound Mental Health Administration's contract # NSMHA-Skagit-04-05, Amendment 2. This amendment replaces the current pages 1-29 with revised language and replaces Attachment X with the new Attachment X. The purpose of the amendment is to bring the contract into compliance with BBS regulatory requirements and to adopt changes imposed by CMS through the State Medicaid Plan Waiver approval process.
- 4) Motion # IN-018 To introduce the North Sound Mental Health Administration's contract # NSMHA-Island-04-05, Amendment 2. This amendment replaces the current pages 1-28 with revised language and replaces Attachment X with the new Attachment X. The purpose of the amendment is to bring the contract into compliance with BBS regulatory requirements and to adopt changes imposed by CMS through the State Medicaid Plan Waiver approval process.
- 5) Motion # IN-019 To introduce the North Sound Mental Health Administration's contract # NSMHA-Snohomish-04-05, Amendment 1. This amendment replaces the current pages 1-31 with revised language and replaces Attachment XI with the new Attachment XI. The purpose of the amendment is to bring the contract into compliance with BBS regulatory requirements and to adopt changes imposed by CMS through the State Medicaid Plan Waiver approval process.
- 6) Motion # IN-020 To introduce the North Sound Mental Health Administration's contract # NSMHA-VOA-04-05, Amendment 1. This amendment replaces the current pages 1-44 with

- revised language and replaces Attachment XI with the new Attachment XI. The purpose of the amendment is to bring the contract into compliance with BBS regulatory requirements and to adopt changes imposed by CMS through the State Medicaid Plan Waiver approval process.
- 7) Motion # IN-021 To introduce the North Sound Mental Health Administration's contract # NSMHA-Sea Mar-04-05, Amendment 1. This amendment replaces the current pages 1-53 with revised language and replaces Attachment XI with the new Attachment XI. The purpose of the amendment is to bring the contract into compliance with BBS regulatory requirements and to adopt changes imposed by CMS through the State Medicaid Plan Waiver approval process.

cc: Charles R. Benjamin County Coordinators NSRSN Management Team

MEMORANDUM CORRECTED

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TO: NSMHA Advisory Board

FROM: Charles Benjamin, Executive Director

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Board of Directors June Action Item Not Yet Reviewed by the Advisory Board

1) Motion # 04-031 - To review and approve the North Sound Mental Health Administration's Transition Plan.

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Board of Directors August Action Items

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- 2) Motion #04-026 To introduce contract # NSRSN-APN-DDD-Crisis-02, amendment 4. This amendment will:
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Board of Directors August Introduction Items

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- 5) Motion # IN-019 To introduce the North Sound Mental Health Administration's contract # NSMHA-Snohomish-04-05, Amendment 1. This amendment replaces the current pages 1-31 with revised language and replaces Attachment XI with the new Attachment XI. The purpose of the amendment is to bring the contract into compliance with BBS regulatory requirements and to adopt changes imposed by CMS through the State Medicaid Plan Waiver approval process.
- 6) Motion # IN-020 To introduce the North Sound Mental Health Administration's contract # NSMHA-VOA-04-05, Amendment 1. This amendment replaces the current pages 1-44 with revised language and replaces Attachment XI with the new Attachment XI. The purpose of the amendment is to bring the contract into compliance with BBS regulatory requirements and to adopt changes imposed by CMS through the State Medicaid Plan Waiver approval process.
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cc: Charles R. Benjamin County Coordinators NSRSN Management Team