

**NORTH SOUND MENTAL HEALTH ADMINISTRATION
 BOARD OF DIRECTORS MEETING
 NSMHA Conference Room
 Mount Vernon, WA
 August 11, 2005
 1:30 PM**

AGENDA

Page #

- 1. **Call to Order; Introductions – Chair**
- 2. **Revisions to Agenda – Chair 1-2**
- 3. **Approval of July Minutes – Chair 3-7**
- 4. **Comments & Announcements from the Chair**
- 5. **Reports from Board Members**
- 6. **Comments from the Public**
- 7. **Report from the Advisory Board – Marie Jubie, Chair**
- 8. **Report from the Executive/Personnel Committee – Dave Gossett, Chair**
- 9. **Report from the Quality Management Oversight Committee – Gary Williams, Chair... 8-9**
- 10. **Report from the Planning Committee – Dave Gossett, Chair**
- 11. **Report from the Executive Director – Chuck Benjamin, Executive Director**
- 12. **Report from the Finance Officer – Bill Whitlock, Fiscal Officer.....TAB 1**
- 13. **Report from the Finance Committee**
- 14. **Consent Agenda – Chair**

All matters listed with the Consent Agenda have been distributed to each Board Member for reading and study, are considered to be routine, and will be enacted by one action of the Board of Directors with no separate discussion. If separate discussion is desired, that item may be removed from the Consent Agenda and placed on the Regular Agenda by request of a Board Member.

Motion # 05-053TAB 1

To review and approve North Sound Mental Health Administration’s claims paid from July 1, 2005 through July 31, 2005 in the amount of \$3,489,450.71. Payroll for the month of July in the amount of \$71,759.20 and associated employer paid benefits in the amount of \$28,566.02.

15. Action Items Not Yet Reviewed by the Board

Motion # 05-054TAB 2

To review and approve the NSMHA-MHD Contract #0569-79567, whereby NSMHA agrees to provide mental health services to Medicaid enrollees for the period 9-1-05 to 8-31-06. Financial consideration is reduced to fund the WMIP.

Motion # 05-055TAB 3

To review and approve the NSMHA-MHD Contract #0569-79682, whereby NSMHA agrees to provide state funded mental health services for the period 9-1-05 to 8-31-06. Services include involuntary and voluntary crisis services, Medicaid Personal Care (MPC), residential programs, outpatient services, jail services and disaster planning and response. Financial consideration is reduced to fund WMIP by \$285,000.

Motion # 05-056TAB 4

To review and approve the revised NSMHA Policy #1003.00 to clarify that if a consumer is successful on appeal, services must be started within 60 days.

Motion # 05-057

To review and approve amendment 4 to contract # NSMHA-Skagit 04-05. This amendment transfers Ombuds and Quality Review Team (QRT) staff to Skagit County and outlines duties and responsibilities for Skagit and NSMHA in managing Ombuds and QRT services. NSMHA is required to cover all appropriate costs of Ombuds/QRT services. This is pending approval of Skagit County Commissioners.

16. Introduction Items

None.

17. Adjournment – Chair

NOTE: The next Board of Directors meeting is scheduled for September 8, 2005, at 1:30 p.m. in the NSMHA Conference Room, 117 N. 1st Street, Suite 8, Mount Vernon, WA

**NORTH SOUND MENTAL HEALTH ADMINISTRATION
BOARD OF DIRECTORS MEETING
NSMHA Conference Room
Mount Vernon, WA
July 14, 2005
1:30 PM**

MINUTES

Board Members Present:

Mike Shelton, Island County Commissioner
Dave Gossett, Snohomish County Council member
Rhea Miller, San Juan County Commissioner
Regina Delahunt, designated alternate for Whatcom County Executive Pete Kremen
Janelle Sgrignoli, designated alternate for Snohomish County Executive Aaron Reardon
June LaMarr, The Tulalip Tribes
Chris Tobey, designated alternate for Skagit County Commissioner Ken Dahlstedt
Gary Williams, designated alternate for Whatcom County Council member Ward Nelson
Marie Jubie, NSMHA Advisory Board Chair
Sharie Freemantle, designated alternate for Snohomish County Council member Kirke Sievers

Staff Present:

Chuck Benjamin, Greg Long, Annette Calder, Deirdre Ridgway, Margaret Rojas, Bill Whitlock, Chuck Davis, Deborah Moskowitz, Wendy Klamp

Guests:

Mike Manley, Barbara LaBrash

1. Call to Order; Introductions

Chair Shelton opened the meeting at 1:30 p.m. and welcomed everyone; introductions were made.

2. Revisions to Agenda

Chair Shelton asked if there were any revisions to the agenda; there were none.

3. Approval of June Minutes

A motion was made by Ms. Miller to approve the June minutes as written, seconded by Mr. Gossett, all in favor, **motion carried.**

4. Comments & Announcements from the Chair

Chair Shelton announced the 5th annual Recovery Conference will be held on January 11, 2006 and in conjunction with that, the NSMHA Board of Directors Retreat will begin on the evening of January 11th, continue the morning of January 12th and go into the regular Board of Directors meeting the afternoon of the 12th.

Chair Shelton announced that Rhea Miller, San Juan County Commissioner would be retiring as of the end of July. He stated Ms. Miller has worked tirelessly in her position and as a representative of North Sound

Mental Health Administration. Chair Shelton said Ms. Miller would be greatly missed and presented Ms. Miller with an engraved clock, a basket of plants, and a framed poster from the most recent NSMHA Tribal Conference. Ms. Miller shared her recollection of her beginning with the North Sound RSN. She noted the organization has made a lot of improvements and progress during the times she has been on the Board of Directors. Ms. Miller said of all the organization she has been affiliated with during her time as commissioner, this is the one she will miss the most and said she plans to attend future Tribal Conferences. The group applauded.

Chair Shelton addressed the Board of Directors regarding representation on Board Committees such as QMOC and the Planning Committee. There were no volunteers. Chair Shelton said he would have to review membership and appoint people to committees.

Chair Shelton discussed the recent Mental Health Task Force meeting and the funding allocated to our RSN with the group.

5. Reports from Board Members

Rhea Miller said San Juan County closes the deal for the new mental health/chemical dependency center tomorrow. She stated that Barbara LaBrash worked very hard on this project getting grants and everything organized. She said total cost for San Juan County is \$15,000.

6. Comments from the Public

Margaret Rojas addressed the Board regarding voting on the Poster Contest today.

7. Report from the Advisory Board – Marie Jubie, Chair

Marie Jubie addressed the Board regarding the July Advisory Board meeting. She stated they didn't have a quorum at their meeting, so therefore could not take action on the items before the Board of Directors today. Ms. Jubie thanked Margaret Rojas, Rebecca Pate and Wendy Klamp for all their help with the Advisory Board attending the Behavioral Healthcare Conference in June. She said the Advisory Board is working on changing their bylaws and is still seeking representation from law enforcement. Ms. Jubie said herself and James Mead will be the Advisory Board representatives on the NSMHA Contract Negotiations Team. Ms. Jubie said she attended the Washington Medicaid Integration Partnership meetings in Everett this month. She also discussed the Strategic Planning process and the Advisory Board's involvement in that. Ms. Jubie was thanked for her report.

8. Report from the Executive/Personnel Committee – Dave Gossett, Chair

Dave Gossett said the Executive / Personnel Committee met today, however there is nothing to report at this time.

9. Report from the Quality Management Oversight Committee – Gary Williams, Chair

Gary Williams directed the group to Tab 1 of the meeting packet and reviewed the Quality Management Oversight Committee report with the Board of Directors. He said QMOC is working on the next Quality Management Plan (QM Plan) for our Region and reviewed the Performance Indicators that QMOC would like to include in the next QM Plan. Gary Williams made a motion (**Motion # 05-052**) to accept the Performance Indicators as follows:

- Medicaid Older Adult Penetration,
- Medicaid Outpatient Utilization by Adults,
- Inpatient Utilization,
- Location of Service for Youth-Home, School and other,

Co-occurring Disorders, and
Employment Status of Adults

The motion seconded by Ms. Delahunt. The motion was opened for discussion and Chair Shelton called for the vote; all in favor, **motion carried**.

Mr. Williams stated the QMOC received reports on the administrative audits of Catholic Community Services North West, Sea Mar, Whatcom Counseling and Psychiatric Clinic, and Compass Health. The committee also received the Corrective Action report from Compass Health. The QMOC also reviewed the most recent data on the Utilization Management Dashboard, the Telesage project, quality improvement within the Snohomish County ITA Program as well as a report on the Complaints, Grievances and Appeals report. Mr. Williams was thanked for his report.

10. Report from the Planning Committee – Dave Gossett, Chair

Dave Gossett a Planning Committee meeting is scheduled for August 4th in Everett. Mr. Gossett noted the planning process updating future priorities through Strategic Planning has started. He distributed the Service Priority Survey, explained that it is available on the NSMHA website as well, and asked everyone to complete the survey. Mr. Gossett was thanked for his report.

Chair Shelton welcomed representative Kelli Linville. He thanked her for attending our meeting today and participating in our annual Poster Contest.

11. Report from the Executive Director – Chuck Benjamin, Executive Director

Chuck Benjamin reported we have received the bridge contract from the Mental Health Division (MHD) that takes us through the end of August and is on the agenda for action today. He thanked representative Linville for her help in getting the North Sound RSN more funding. Mr. Benjamin said NSMHA has filed a lawsuit against the Department of Social and Health Services (DSHS) regarding the Washington Medicaid Integration Partnership (WMIP) project. Mr. Benjamin informed the Board NSMHA is still waiting for the Request For Qualifications (RFQ) to be released regarding HB1290 and our intention to remain an RSN. Mr. Benjamin said NSMHA also submitted a proposal for the pilot project and noted NSMHA is in the top three. Mr. Benjamin said that representative Linville is joining the Mental Health Task Force and thanked her for her participating in that group. Mr. Benjamin said he has been invited participate in the interview process for the new MHD Director and agreed to do so. Mr. Benjamin was thanked for his report.

12. Report from the Finance Officer – Bill Whitlock, Fiscal Officer

Bill Whitlock directed the group to Tab 2 of the meeting packet. Mr. Whitlock stated the June financial statements show our revenue budget is in line with expectations. The Federal Grants are \$30,699. This is a timing issue mostly due to not receiving the PATH grant billings. The administrative expenditures all have positive variances except for the miscellaneous expense. It has a negative variance of \$11,546. The agency, county and other service budget is over by \$9,423. The \$66,000 budget reduction passed at the May Board of Directors meeting is shown in red as an administrative reserve on the NSMHA operating budget.

The Enhanced Community Services (ECS) contracts have been changed. The Older Adults contract has been cancelled as of June 30, 2005. The State Aging and Adult Services Administration are contracting directly with the providers for these services. The MHD ECS contract reduced the monthly payment from \$54,368 to \$15,630. The new amount represents the State-only portion of ECS service. Supposedly the Medicaid portion of the ECS funding is in our Medicaid per member per month payment.

The overall funding appears to be less than the prior year. The funding would be the same if we had an increase of about 6,000 Medicaid eligible clients. The State has not announced how it will distribute around nine million in non-Medicaid revenues.

Mr. Whitlock announced the State Auditors would be here on August 3rd for our annual audit. Mr. Whitlock was thanked for his report.

13. Report from the Finance Committee

Rhea Miller made a motion to approve the consent agenda (**motions 05-045 – 05-047**), seconded by Mr. Gossett, all in favor, **motion carried.**

14. Consent Agenda – Chair

All matters listed with the Consent Agenda have been distributed to each Board Member for reading and study, are considered to be routine, and will be enacted by one action of the Board of Directors with no separate discussion. If separate discussion is desired, that item may be removed from the Consent Agenda and placed on the Regular Agenda by request of a Board Member.

Motion # 05-045

To review and approve North Sound Mental Health Administration's claims paid from June 1, 2005 through June 30, 2005 in the amount of \$3,619,712.76. Payroll for the month of June in the amount of \$71,684.82 and associated employer paid benefits in the amount of \$20,839.93.

Motion # 05-046

To review and approve NSMHA's revised Ombuds, QRT, Functional Independence and Anti-Retaliation policies. The policies have been updated to reflect current practices and procedures, including assuring compliance with applicable laws and regulations.

Motion # 05-047

To review and approve the NSMHA's updated Tribal 7.01 Plan. The plan has been updated to continue to be in compliance with regulations and there are two new Tribal requests.

15. Action Items Not Yet Reviewed by the Board

Motion # 05-044

To review and approve the NSMHA-MHD Contract #0369-23150, Amendment 4, extending the term of the contract through 8/31/05, limiting the use of Medicaid savings and modifying financial terms, including those related to Expanded Community Services (ECS) and Medicaid Personal Care (MPC).

Motion to approve by Ms. Miller, seconded by Mr. Gossett, all in favor, **motion carried.**

Motion # 05-048

To review and approve the NSMHA-MHD Contract #0469-56334, Amendment 2, revising the budget and modifying reimbursement requirements.

Motion to approve by Mr. Gossett, seconded by Ms. Miller, all in favor, **motion carried.**

Motion # 05-049

To review and approve the NSMHA-Compass Health-PATH 04-05, Amendment 1, revising the budget and modifying reimbursement requirements.

Motion to approve by Mr. Gossett, seconded by Mr. Tobey, all in favor, **motion carried.**

Motion # 05-050

To review and approve the NSMHA-APN 04-05, Amendment 3, revising Exhibit N, Expanded Community Services (ECS) funding and adding Exhibit P, grievance and appeal reporting formats.

Motion to approve by Mr. Gossett, seconded by Ms. Sgrignoli, all in favor, **motion carried.**

Motion # 05-051

To review and approve the NSMHA Core Values and Principles, which has been revised to include the concept of recovery/resiliency. The core values and principles are attached to all NSMHA provider contracts.

Motion to approve by Mr. Gossett, seconded by Mr. Williams, all in favor, **motion carried.**

16. Introduction Items

None.

Chair Shelton asked the group to go view and vote on the posters.

17. Adjournment – Chair

Chair Shelton adjourned the meeting at 2:15 p.m.

NOTE: The next Board of Directors meeting August 11, 2005, at 1:30 p.m. in the NSMHA Conference Room, 117 N. 1st Street, Suite 8, Mount Vernon, WA

Report to the NSMHA Board of Directors
Quality Management Oversight Committee (QMOC)
July 27, 2005

Summary by Committee Chair Gary Williams

1. **Quality Management Department Report**

2. **Recommendations from Exhibit P – Complaint, Grievance and Appeals Six-Month Report**

Diana distributed a report on Exhibit P and reviewed it with the committee. She said complaints decreased, appeals increased, and medication complaints accounted for most of the complaints. She defined a complaint as any dissatisfaction of service. She said that clusters identify areas of concern and directions for quality improvement. She stated most complaints are received through Ombuds but NSMHA would like to see them come through the providers. She stated that providers are starting to make progress on how they utilize the data.

She said Exhibit P resulted in the creation of the trauma services and gave some examples of how the information is used for quality improvement. She mentioned that regional wide standards were needed for diagnostic issues to avoid a difference of opinion when it came to an appeal. She stated that the NSMHA internal quality management group made some recommendations for the report; therefore, it has to come back before QMC and QMOC for recommendation to go before the Board of Directors for approval. Some discussion followed.

Diana stated the following recommendations came forward and requested the committee accept these:

- Further work to cross-train – begin to have a dialogue so all perform the work consistently
- Broaden system reporting – capture children complaints
- Further study on medications – Study the issue surfaces around physicians, access, etc. (medication management)
- A motion was made to accept the recommendations, seconded and a friendly amendment was made to add “Have Terry further research initial assessment process and report back to the committee” and **motion carried**.
- A motion was made to accept the six-month report, seconded and **motion carried**.

3. **Continue Stay and Criteria for Closing an Episode of Care Policies**

- Greg stated these are policies that needed to be developed to be in compliance with the Balanced Budget Act. Greg asked the committee to recommend forwarding these policies to the Board of Directors (BOD) for approval. Some discussion followed. A motion was made to recommend both policies go to the BOD for approval, seconded and **motion carried**.

4. Utilization Management Dashboard

- Reviewed the most recent data.
- NSMHA staff have now included 11 month averages to allow reviewers to identify possible trends

5. ADHD and Dementia Clinical Guidelines

Debra reviewed the guidelines with the committee. She stated these have been through Quality Management Committee and other committees. She requested a recommendation to submit to the BOD for approval. Some discussion followed. A motion was made to recommend the guidelines to the BOD for approval, seconded and **motion carried**.

6. Integrated Report

Diana reviewed the report with the committee and stated this report is for January – June 2005. She requested a recommendation to forward to the Advisory Board and then the Board of Directors for approval. Diana requested any feedback for changes/additions be provided to her by **noon** Monday, August 1, at 360-416-7013 or diana_striplin@nsmha.org so revisions could be made before the Advisory Board reviews it.

Diana highlighted the following:

- Report on Administrative Audits – audits performed on providers
- Performance Indicators – formerly know as Quality Improvement Projects
- External Quality Review Organization (EQRO) Audit – The Region received the following:
 - ♦ The second highest overall mean score statewide
 - ♦ The highest statewide scores for Enrollee Rights and Protection
 - ♦ The highest statewide scores for Grievance System
- Findings and areas for Quality Improvement at provider level
- Reflect QMOC’s work/recommendations on policies, etc.
- Issues that have arisen due to internal meetings/discussions
- Treatment planning and region wide training on treatment planning

Diana stated that hopefully the next report would include the issue of medications. She opened the floor for questions and requested feedback on the flow and ease of reading of this report. It was requested that “Diagnostic Standards” be changed to “Diagnostic Process Standards”.

A motion was made to recommend this document go to the Board Of Directors for approval with the option for feedback changes by Monday, August 1, at **noon**, seconded and **motion carried**.