



**NORTH SOUND
MENTAL HEALTH ADMINISTRATION**

**QUALITY MANAGEMENT OVERSIGHT COMMITTEE
COMMITTEE MEETING PACKET**

August 25, 2004

QMOC GUIDING PRINCIPLES

The QMOC charge is to guide the quality assurance and quality improvement activities of mental health services within the NSMHA region. In assessing the necessary data and making appropriate recommendations, the QMOC members agree to the following:

- ◆ Help create an atmosphere that is SAFE.
- ◆ Maintain an atmosphere that is OPEN.
- ◆ Demonstrate RESPECT and speak with RESPECT toward each other at all times.
- ◆ Practice CANDOR and PATIENCE.
- ◆ Accept a minimum level of TRUST so we can build on that as we progress.
- ◆ Be SENSITIVE to each other's role and perspectives.
- ◆ Promote the TEAM approach toward quality assurance.
- ◆ Maintain an OPEN DECISION-MAKING PROCESS.
- ◆ Actively PARTICIPATE at meetings.
- ◆ Be ACCOUNTABLE for your words and actions.
- ◆ Keep all stakeholders INFORMED.

Adopted: 10-27-99
Revised: 01-17-01

**North Sound Mental Health Administration
Quality Management Oversight Committee
NSMHA Conference Room**

June 23, 2004

12:30 – 2:30

**Draft
MINUTES**

Present:

Jim Teverbaugh, QMOC Chair, Board of Directors
Wendy Klamp, NSMHA Quality Manager
Beckie Bacon, NSMHA QRT
Preston Hess, Snohomish County Mental Health
ITA
Nancy Jones, Snohomish County
Gary Williams, Whatcom County. Coordinator
Karen Kipling, VOA
Janet Lutz-Smith, Whatcom County AB
Joan Lubbe, NSMHA Advisory Board
Heather Fennell, Compass Health, APN
Dr. June LaMarr, The Tulalip Tribes

Not Present:

Maile Acoba, Skagit County Coordinator
Susan Ramaglia, Skagit NAMI
Sharri Dempsey, NSMHA Tribal Liaison/OCA
Manager
Joan Dudley, Assistant Director, Lake Whatcom
Center
Mary Good, NSMHA Advisory Board
Chuck Davis, Ombuds
Dan Bilson, Advocate for Whatcom County
Russ Hardison, Sea Mar
Patricia Little, NSMHA Advisory Board

Others Present:

Diana Striplin
Greg Long
Deirdre Ridgway
Rebecca Pate
Terry McDonough
Chuck Benjamin
Kimberly Miller

1. Open the meeting & comments from the Chair

Chair Teverbaugh opened the meeting at 12:30 pm and welcomed those present: Jim expressed that Andy will be missed and asked, “What would the committee like to do to recognize the work Andy has done in the past?” A recognition plaque was suggested and Jim requested a motion. Motion to approve, seconded, all in favor, **motion carried.**

2. Approval of May 2004 Minutes

Motion to approve with amended changes, seconded, all in favor, **motion carried.**

3. Reports

A. Quality Management Department

Wendy announced that Quality Management (QM) Department has achieved the following in June:

- Maintain WSH census below target cap
- Discharge four (4) patients from WSH
- Completed Quality Management Department Reorganization
- Completed Clinical Guidelines
- Completed Regional Training Plan
- Completed Regional Crisis Review
- Initiated Caseload Study

In addition, QM staff has attended several cross-system collaborations and community committees, continued finalizing tasks and functions, provided training, planned training with State DOH and Whatcom County Department of Emergency Services, and attended various training. A question, answer, and discussion period followed. Wendy was thanked for her report. See Attachment A for more information.

B. Complaint, Grievance, Appeal and Fair Hearing Policies

Diana stated approval was being sought on the draft policies. Diana reviewed the major changes that have been done to meet BBA and state standards.

One change is going from one policy to the following four policies and Notice of Action:

- Complaint, Grievance, Appeal, Fair Hearing Policy – General Policy Requirements
- Complaint and Grievance Policy
- Appeal Policy
- Fair Hearing Policy

The second change is the addition of a provider level grievance process. There will now be a complaint process, provider level grievance process, RSN level grievance and appeals process, and state fair hearing process. This change was made to match the state benefit booklet.

The third change is that the appeals process will be done at the RSN. Medicaid enrolled consumers will receive written notice of action from the NSMHA outlining their rights to appeal NSMHA actions.

The fourth change is that consumers, in most circumstances, must first utilize the NSMHA appeals or grievance process prior to filing for fair hearing or requesting additional reconsideration from the Mental Health Division. If certain rules are broken or timelines are not followed, consumers may file for fair hearing prior to utilizing RSN processes.

The fifth change is that there are new requirements to provide a summary and analysis of data and overview of system implications in the complaint and grievance reports submitted to the Mental Health Division.

Wendy stated the development of these policies is being expedited due to changes coming from BBA and EQRO. A question, answer, and discussion period followed. Motion to

approve draft policies, seconded, all in favor, **motion carried**. Diana was thanked for her report. See Attachment B for more information.

Gary asked how the new law concerning HMOs would affect consumers? Jim requested that the HMO issue be put in written form and submitted to Wendy for Quality Management agenda and discussion.

C EQRO preparation

Wendy acknowledged that NSMHA review dates have been changed to August 16-18. EQRO has been very helpful and cooperative in answering our questions. NSMHA has all the information that EQRO has requested and are in the process of organizing. The policies, interview tool, preparation plan were distributed at the meeting. A question, answer, and discussion period followed. See Attachments C for more information. Wendy was thanked for her report.

D. Tulalip Audit

Deirdre provided information on the outcome of the audit. A copy of the letter to The Tulalip Tribes was distributed. A question, answer, and discussion period followed. See Attachment D for more information. Deirdre was thanked for her report.

E. NSMHA Complaint and Grievance Report

Diana presented her report covering October 1, 2003, through March 31, 2004. A question, answer, and discussion period followed. Diana requested feedback or recommendations from the committee about areas for further study or quality improvement. Janet recommended the providers look more closely at information submitted to ensure all children and family information is being provided. Diana agreed to follow up on this issue.

Diana reported that the Quality Management Committee (QMC) has made a recommendation to gather information about emergency services complaint reporting. There are currently very few emergency services complaints reported by the majority of providers. Diana also reported that the complaint and grievance report would be presented at CQIP for further discussion.

Greg Long emphasized that complaints are not a bad thing and providers are encouraged to submit them because complaints need to be known for quality improvement. See Attachment E for more information. Diana was thanked for her report.

F. E & T Critical Incident Review and Corrective Action

Gary stated this would be the last time he would be with QMOC as a NSMHA staff member and will be going full-time with Whatcom County. Gary presented his report, in which NSMHA had given recommendations on corrective actions for quality improvement for the E&T and added the review and corrective action may become an action item in the future. Wendy will follow up on this for the committee. A question, answer, and discussion period followed. Gary was thanked for his report.

4. Other Business

Jim proposed the July meeting be canceled due to the extensive preparation required for the EQRO and all agreed.

A. Meeting Evaluation Results

Chair Teverbaugh presented the results of the last meeting evaluations.

5. Adjourn

Chair Teverbaugh adjourned the meeting at 2:05 pm. The next QMOC meeting is scheduled for August 25, 12:30 pm.

Respectfully submitted,

Rebecca Pate

Please Note:

The attachments referenced herein are part of the official record and attached to the file copy. Please contact the NSMHA at 1-800-684-3555 if you have any questions, comments, or concerns.