



**NORTH SOUND
MENTAL HEALTH ADMINISTRATION**

**QUALITY MANAGEMENT OVERSIGHT COMMITTEE
COMMITTEE MEETING PACKET**

November 24, 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**

October 27, 2004

12:30 – 2:30

Draft

MINUTES

Present:

Gary Williams, QMOC Chair, Board of Directors,
Human Services Supervisor, Whatcom County
Beckie Bacon, NSMHA QRT
Sharri Dempsey, NSMHA Tribal Liaison/OCA Manager
Mary Good, NSMHA Advisory Board
Russ Hardison, Sea Mar
Chuck Davis, Ombuds
Joan Dudley, Assistant Director, Lake Whatcom Center
Susan Ramaglia, Skagit NAMI
Nancy Jones, Snohomish County
Heather Fennell, Compass Health, APN
Karen Kipling, VOA

Not Present:

Joan Lubbe, NSMHA Advisory Board
Janet Lutz-Smith, Whatcom County AB
Maile Acoba, Skagit County Coordinator
Dr. June LaMarr, The Tulalip Tribes
Wendy Klamp, NSMHA Quality Manager
Jim Teverbaugh Board of Directors
Preston Hess, Snohomish County Mental Health ITA
Patricia Little, NSMHA Advisory Board

Others Present:

Chuck Benjamin
Greg Long
Terry McDonough
Sandy Whitcutt
Debra Jaccard
Rebecca Pate

1. Open the meeting & comments from the Chair

Chair opened the meeting at 12:37 pm and welcomed those present:

2. Approval of September 2004 Minutes

A motion was made to approve as corrected with change on Page 2, Section C, Paragraph 1, to read “residential consumers” instead of “residential providers” in the first sentence. The **motion carried**.

3. Reports

A. Quality Management Department

The Quality Management Department had a very busy month and a report of actions was distributed. The Quality Specialists participated in the Associated Provider Network audit. The North Sound Mental Health Administration is sponsoring documentation and coding training via teleconference. The North Sound Mental Health Administration discharged six (6) patients from Washington State Hospital and is still below our census cap.. Gary requested that Sandy Whitcutt and Debra Jaccard, the two (2) new quality Specialists, tell the committee about themselves.

B. The Quality Management Cycle

Greg Long gave a comprehensive PowerPoint presentation training on “The Quality Cycle”. The Quality Cycle model that the North Sound Mental Health Administration is using was derived from the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) and the definition is as follows:

- D – Design – establish the objectives then the processes used to achieve the objectives
- M – Measure – what core measures or other data will be gathered
- A – Analyze – interpret the data using statistical or comparative methods (i.e., Run Charts, Fishbone Diagrams, Scattergrams, or the Pareto chart (80/20 rule)
- I – Improve – interpret, innovate, implement the change in the process and begin the cycle anew.

This process is a continuing circle, which allows for the best outcomes possible. Greg emphasized the importance of the quality cycle process being done in sequence to ensure good information in reports for improvement processes. There will be presentations on Quality Management in future Quality Management Oversight Committee (QMOC) meetings so there is a common body of knowledge. A discussion, question, and answer period followed. Greg was thanked for his presentation.

C. “Quality in Action” – Agency Presentation – Volunteers of America

Karen Kipling gave a comprehensive PowerPoint presentation on Volunteers of America and provided additional handouts for the committee to review at their leisure. Karen stated that the organization has gone through some changes to ensure meeting all the requirements that have come forth through Balanced Budget Act (BBA) and Centers for Medicaid and Medicare (CMS). Greg mentioned that Gilbert Saparto would be retiring and leaving Volunteers of America as President/CEO after nearly 40 years of dedicated service. Tom Robinson will be his replacement and has served the organization for nearly 24 years. Karen was thanked for her presentation.

C Clinical Eligibility and Care Standards Revision – Review of Draft

Greg stated this was an introduction of Revision IV of the Clinical Eligibility and Care Standards Manual for Quality Management Oversight Committee (QMOC) to review for feedback. The manual will go back to Quality Management Committee (QMC) with any requested changes and back to Quality Management Oversight Committee (QMOC) in November for approval to submit to the Board of Directors in December. The revisions have been made to meet Balanced Budget Act (BBA), Mental Health Department (MHD) and Centers for Medicaid and Medicare (CMS) regulations. There are new codes involved in the record-keeping sector for High-Intensity Treatment, Residential Treatment Services and Peer Counseling Services. The different service requirements have been consolidated within the manual and the manual has been revised to fit the denials and appeals process, also. Please provide any feedback concerning the manual to Linda Vaughan at 360-416-7013 x234 or linda_vaughan@nsrsn.org. Greg said Linda would be on vacation for a week so you may not get an immediate response to your communication. Greg said the service modality codes would probably remain the same at least until June possibly longer. Gary stated that peer counseling was for Medicaid approved counselors that work for a licensed facility under the supervision of a mental health professional. A discussion, question and answer period followed. Greg was thanked for his report.

D. Compass Health Skagit, Island and San Juan Record Review (Re-survey Results)

Terry McDonough gave his report on the follow-up performed within the three (3) northern counties of Compass Health. The review involved reviewing charts and corrective action plans with completion of an overall score of 94%. When this review was done, all the modalities were checked. Compass Health had completed corrective actions as stated with appropriate documentation to support the work. The North Sound Mental Health Administration was very pleased to see the extensive quality improvement work that had been completed. A question, answer and discussion followed. Terry was thanked for his report.

E. Client Rights Policy Update

Sharri Dempsey gave a comprehensive PowerPoint presentation. She reviewed the North Sound Mental Health Administration brochure and stated that client outpatient rights have not changed. The brochure is available in a total of 11 languages on the North Sound Mental Health Administration website at www.nsrnsn.org for printing and use within your facilities. Greg stated that due to the denial process the

North Sound Mental Health Administration is receiving more requests for a second opinion and this opinion does have to be within our Region and it has to be through an approved NSMHA network provider. A discussion, question and answer period followed. Sharri was thanked for her report.

F. Quality Management Plan Amendment Requests

Terry McDonough gave his report and requested Quality Management Oversight Committee (QMOC) take action on the amendment to the North Sound Mental Health Administration Quality Management Plan 2004-2005. The amendment describes North Sound Mental Health Administration's and provider responsibilities regarding the planned residential transition study effecting consumers who may have to move due to IMD regulations. Nancy made a motion to pass the amendment, Sharri seconded and a discussion, question and answer period followed. The **motion carried**. Dan requested a copy of the Policies & Procedures from the Associated Provider Network on transferring of consumers from county to county and Greg said he would get a copy to Dan.

G. Crisis Respite Policy

Greg gave his report on the Crisis Respite Policy. Some concerns have been expressed about people being discharged by the Crisis Respite Facility (CRF) because they can no longer be in the facility due to breaking a house rule. The content of the policy has not been changed but on Page 4, Section C, the North Sound Mental Health Administration has detailed some actions to be met before an unplanned discharge occurs. The protocol has been reorganized to cover from admission to discharge of the consumer. The Integrated Crisis Response System (ICRS) management team has approved this policy. A discussion, question and answer period followed. It was suggested to add, "24-hour staffed" facility. Add the following sentence to 11A, number 4, "This may include immediate case manager services when a case manager is not assigned/available on weekends". Gary requested a motion to approve with necessary changes, seconded and **motion carried**. Greg said this would go back before the Integrated Crisis Response System (ICRS) Committee for approval with changes and if the changes were not accepted, it would come back before Quality Management Oversight Committee. Greg was thanked for his report.

H. Semi-Annual Ombuds Report

Chuck Davis gave a comprehensive PowerPoint presentation on the Ombuds semi-annual documentation. A discussion, question and answer period followed. Chuck was thanked for his report.

4. Other Business

Terry McDonough addressed the committee on the N/A issues raised at the last meeting by Beckie Bacon on the Peer Review questionnaire. Terry stated these issues had been addressed and he would be working with the providers to clarify that providers are to score questions that deal with WAC directives, not Waivers.

A. Meeting Evaluations

Chair passed out evaluations and asked they be returned before leaving.

5. Adjourn

Chair adjourned the meeting at 2:37 pm. The Next QMOC meeting is scheduled for November 24, 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.