

**BAY-ARENAC BEHAVIORAL HEALTH
PRIMARY NETWORK OPERATIONS & QUALITY MANAGEMENT COMMITTEE MEETING**

Thursday, November 10, 2022

1:30 p.m. - 3:30 p.m.

Zoom Meeting

MEMBERS	Present	MEMBERS	Present	MEMBERS	Present
BABH Quality and Comp. Coord.: Amber Wade	X	BABH ACT/Adult MI Manager: Kathy Palmer		BABH Quality Manager: Sarah Holsinger (Chair)	X
BABH Clinic Manager: Amy Folsom	X	BABH IMH/HB Supervisor: Kelli Maciag		BABH ES/Access Program Manager: Stacy Krasinski	X
BABH EAS Supervisor: Anne Nephew		Saginaw Psych. Supervisor: Kristen Kolberg	X	MPA Child OPT Supervisor: Tracy Hagar	X
Saginaw Chief Operating Officer: Barb Goss	--	MPA Adult/CSM Supervisor: Laura Sandy	X	AD-HOC MEMBERS	Present
MPA Adult OPT Supervisor: Emily Simbeck	X	BABH North Bay Team Supervisor: Lynn Blohm		BABH Medical Records Associate: Denise Groh	
BABH Children Services Team Leader: Emily Young	X	Saginaw Psych. CSM Supervisor: Megan Hecht	--	BABH Finance Department: Ellen Lesniak	X
BABH Clinical Services Manager: Heather Friebe	X	BABH Adult ID/DD Manager: Melanie Corrion	X	Consumer Council Rep (Jan/Apr/Jul/Oct): Kathy Johnson	
LPS COO: Jacquelyn List	X	BABH Quality & Compliance Coordinator: Melissa Deuel	X	BABH Clinical Services Manager: Nicole Sweet	X
BABH BI/Corporate Compliance Director: Janis Pinter	X	BABH RR/Customer Services Manager: Melissa Prusi	X	BABH Nursing Manager: Sarah Van Paris	
BABH Director Integrated Care: Joelin Hahn (Chair)	--	Saginaw Psych. CEO: Nathalie Menendes		BABH Contracts Admin.: Stephanie Gunsell	X
BABH BI Secretary: Joelle Sporman (Recorder)	X	BABH Children Services Manager: Noreen Kulhanek		GUESTS	Present
BABH Director Integrated Care: Karen Amon				MPA Intern: Kayla Brayman; LPS Intern: Hailey Laplow; BABH: Pam Vanwormer	X

Topic	Key Discussion Points	Action Steps/Responsibility
1. a. Review of, and Additions to Agenda b. Approval of Meeting Notes: 10/13/22 c. Program/Provider Updates and Concerns	<p>a. There was an addition to the agenda; 4.c. vi. - Consent to Treat/ Acknowledgement of Receipt/TeleMedicine Consent</p> <p>b. The October 13th meeting notes were approved as written.</p> <p>c. <u>BABH - Business Intelligence/Quality</u> – Nothing to report this month.</p> <p><u>BABH - Children's Services</u> – There is a new Family Support worker starting on the 21st, her name is Amelia.</p> <p><u>BABH - Madison Clinic</u> – Nothing to report this month.</p> <p><u>BABH - North Bay</u> – Nothing to report this month.</p> <p><u>LPS</u> – Kaitlyn Tobin will be the new Site Supervisor at the Bay City location. Abbigail Burns works part-time but she will be joining in Bay City full-time at the end of the month. When she is up and running, she will be the main contact.</p>	c. Joelle will send out the CSM 101 Training before the December meeting. Please review, and if you have feedback, get with Melissa P.

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	<p><u>MPA</u> – CSM has been put on a limit of five intakes per week with the holiday coming up. Kayla Brayman is a full-time Case Manager for the Family Program and is in her MSW Internship at SVSU. Attending a provider operations meeting is one of her learning agreement items.</p> <p><u>Saginaw Psychological</u> – No updates on CSM. One of the therapists will be going on maternity leave soon and she is also a DBT therapist. Closed down due to referrals. No updates for the med clinic.</p> <p><u>Arenac Center</u> – Nothing to report this month.</p> <p><u>Recipient Rights/Customer Services</u> – Joelle will be sending out the CSM 101 Training for the December meeting. Please look it over, and if you have any questions or feedback, get with Melissa P.</p> <p><u>Access/Emergency Services</u> – Nothing to report this month.</p>	
<p>2. Plans & System Assessments/Evaluations</p> <ul style="list-style-type: none"> a. QAPIP Annual Plan (Sept) b. Organizational Trauma Assessment 	<ul style="list-style-type: none"> a. Nothing to report this month. b. Nothing to report this month. 	
<p>3. Reports</p> <ul style="list-style-type: none"> a. QAPIP Annual Report (Jan) b. QAPIP Quarterly Report (Aug, Nov, Feb, May) c. <u>Harm Reduction, Clinical Outcomes & Stakeholder Perception Reports</u> <ul style="list-style-type: none"> i. MSHN Priority Measures Report (Jan, Apr, Jul, Oct) ii. Recipient Rights (Jan, Apr, Jul, Oct) – deferred - presented Q3 data during a previous meeting 	<ul style="list-style-type: none"> a. Nothing to report this month. b. Nothing to report this month. c. Nothing to report this month. d. Nothing to report this month. e. Nothing to report this month. f. Nothing to report this month. 	

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	<ul style="list-style-type: none"> iii. Recovery Assessment Scale (RAS) Report (Mar, Jun, Sep, Dec) iv. Consumer Satisfaction Report (MHSIP/YSS) (Nov) v. Provider Satisfaction Survey d. <u>Access to Care & Service Utilization Reports</u> <ul style="list-style-type: none"> i. MMBPIS Report (Jan, Apr, Jul, Oct) ii. LOCUS (Mar, Jun, Sep, Dec) - Deferred from Sept iii. Leadership Dashboard - UM Indicators (Jan, Apr, Jul, Oct) iv. Service Requests Disposition Report (Feb, May, Aug, Nov) v. Discharge Summary Disposition Report (Feb, May, Aug, Nov) vi. Customer Service Report (Jan, Apr, Jul, Oct) e. <u>Regulatory and Contractual Compliance Reports</u> <ul style="list-style-type: none"> i. Internal MEV/Performance Improvement Report (Feb, May, Aug, Nov) ii. MSHN MEV Audit Report (May) iii. MSHN DMC Audit Report (Oct) - verbal iv. MDHHS Waiver Audit Report (Oct when applicable) f. Periodic Review Reports 		
4.	Discussions/Population Committees/Work Groups	<ul style="list-style-type: none"> a. Nothing to report this month. b. i. Janis went through the side-by-side comparison of the Access Screening, Clinical Assessment and Pre Plan data fields. Janis will send this to the 	<ul style="list-style-type: none"> b. i. Stacy and Janis will look at the process and will talk

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<ul style="list-style-type: none"> a. <u>Harm Reduction, Clinical Outcomes and Stakeholder Perceptions</u> <ul style="list-style-type: none"> i. CAFAS Reports for Performance Improvement/LOC Utilization Mgmt. ii. PCP Treatment Team Input iii. Consumer Council Recommendations (as warranted) b. <u>Access to Care and Service Utilization</u> <ul style="list-style-type: none"> i. MMBPIS Work Group ii. Services Provided during a Gap in IPOS iii. Repeated Use of Interim Plans - Deferred c. <u>Regulatory Compliance & Electronic Health Record</u> <ul style="list-style-type: none"> i. 1915 iSPA ii. Ability to Pay Assessments iii. Periodic Reviews - Including Options for Blending with Plan of Services Addendums iv. Management of Diagnostics v. Initial Authorizations in an Interim Plan vi. Consent to Treat/Acknowledgement of Receipt/TeleMedicine Consent vii. Juvenile Competency Hearing/Referral to MH treatment 	<ul style="list-style-type: none"> Group. Stacy will look at their process to see what can be done and she will work with Janis. ii. Nothing to report this month. iii. Deferred c. i. Nothing to report this month. ii. Nothing to report this month. iii. Nothing to report this month. iv. Janis sent out C04-S03-T14 Diagnosis Policy and Procedure to the group and we need to move forward with this. She will email it out again and if there is lots of feedback, we will address further at the next meeting. v. A question came up about how much we include in the initial authorizations in the interim plan, what do we need? Melanie stated if psychiatric services are need those would be put in there or any other services will be put in there too. Packages are chosen for prescriber services on a new referral. Psychiatric auths need to be early terminated that were given at Access, include all the services that individual needs in that next phase in the same plan and put on the same date so all dates match. We will marry the plan and pre-plan. vi. Janis reviewed the changes to the Consents and went through the feedback and comments. The feedback was positive. This would take the existing consent to treat, which we already added the ability to pay about a year ago. Proposed modification to add new telemedicine consent language, incorporate existing Phoenix acknowledge of receipt screens, and would incorporate BABH's paper form Authorization to Communicate via Texting. Under Acknowledgement of Receipt for the Recipient Right's booklet, need to add 'report abuse, neglect, exploitation and other critical incidents.' Reduce the service list to core and list some of the others with the 'other' box. Janis updated the document as we went on. This document is supposed to be at a fourth-grade reading level so that needs to be figured out. 	<ul style="list-style-type: none"> about the administrative process. Sarah will reach out to Saginaw CMH to see what their therapy assessment looks like and how they are billed. iii. Deferred c. iv. Janis to resend the Diagnosis policy and procedure. vi. Sarah H. to get with MSHN to let them know we need an extension on this passed the 11/30/22 deadline. vii. Deferred

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		vii. Defer till Joelin is available.	
5.	Announcements a. DHHS Outreach Worker i. MIBridges System b. Great Lakes Bay FAN – Recovery & Resource Fair, Delta College, Thursday, September 8, 2022, 5-7:00 PM	a. FYI b. FYI	
6.	Parking Lot a. Addendums (Primary Case Holder vs. Add-On Services)	a. Future discussion	
7.	Adjournment/Next Meeting	The meeting adjourned at 3:30 pm. The next meeting will be via Zoom on December 8, 2022, 1:30 - 3:30.	