



NORTH SOUND REGIONAL SUPPORT NETWORK

QUALITY MANAGEMENT OVERSIGHT COMMITTEE

COMMITTEE MEETING PACKET

JUNE 20, 2001

QMOC GUIDING PRINCIPLES

The QMOC charge is to guide the quality assurance and quality improvement activities of mental health services within the NSRSN 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**.

**North Sound Regional Support Network
Quality Management Oversight Committee
NSRSN Conference Room
June 20, 2001
12:30 – 3:00**

AGENDA

		Time	Page #
1.	Open the meeting & comments from the Chair	5 minutes	
2.	Approval of May 2001 Minutes <small>Action Item</small>	5 minutes	4
3.	Reports		
A.	Jail Services Review <small>Action Item</small>	15 minutes	6
B.	Inpatient Review <small>FYI</small>	20 minutes	10
C.	APN Access <small>FYI</small>	30 minutes	11
D.	Meeting Frequency/Schedule <small>Action Item</small>	10 minutes	
E.	Meeting Evaluation Results <small>FYI</small>	5 minutes	
4.	Other Business		
5.	Adjourn		

**North Sound Regional Support Network
Quality Management Oversight Committee
NSRSN Conference Room
May 16, 2001
12:30 – 3:00**

MINUTES

Members Present:

Andy Byrne	Dolores Holtcamp
Charles Albertson	Karen Kipling
JoAnn Angevine	Rosemary Lea
Dan Bilson	Terry McDonough
Melissa DeCino	Francene Thompson
Sharri Dempsey	Linda Vaughan
Marcia Gunning	Michael White

Members Absent:

Pamala Benjamin
Lorelei Coy
Claudia D'Allegri
Dave Gossett
Joan Lubbe

Staff Present:

Chuck Benjamin
Annette Calder
Greg Long

Guests:

Jere LaFollette
Marie Jubie
Thomas Robinson

1. Open the meeting & comments from the Chair

Chair Byrne opened the meeting at 12:30 p.m. He addressed the group regarding the meeting frequency and time. Discussion followed. Chair Byrne suggested this committee meet monthly on Wednesday mornings 9:30 – 12:00. He asked that when members complete the meeting evaluation form they please indicate if they would meet monthly and if they could meet in the morning. Discussion followed. The next QMOC meeting will convene the 3rd Wednesday of June (20) at 12:30 at which time the committee will determine the schedule of future meeting dates and times. All members will be notified of the new meeting. Francene informed the committee that staff had not been meeting the two week advance mailing stating that it was usually sent out 10 days in advance and asked the committee if this was acceptable, giving them enough time to review the materials. All agreed the present method is working fine.

2. Approval of March 2001 Minutes

Moved and seconded to approve the March 21, 2001 minutes as written, all in favor, motion carried.

3. Reports

Action Item:

A. VOA Presentation

Karen Kipling, VOA Care Crisis Response Director, made a presentation to the committee regarding funding. Much committee discussion took place, (see Attachment A for additional information). Chair Byrne asked the committee to consider the options presented, and Dan Bilson stated that the Advisory Board recommended approval of scenario #1. JoAnn Angevine moved to maintain the highest standards and to provide stable funding on an ongoing basis at the same quality of services, motion seconded, 13 in favor, 1 abstention, motion carried.

Informational Items:

A. QM Plan Reports

Francene Thompson distributed the QM Plan 2000 4th quarter report and the Quality Management Plan 2000 Annual Report to the committee and made a presentation, (see Attachment B for further information).

Francene Thompson also distributed and reported on the QM Plan 2001 1st Quarter Report, committee discussion took place, (see Attachment C for more information).

B. Jail Services Review 2000

Due to time constraints the Jail Services Review 2000 report will be given at the June meeting.

C. Tribal Collaboration – 7.01 Planning

Sharri Dempsey distributed the Tribal Liaison 7.01 Annual Report 2000 and made a presentation to the committee, (see Attachment D). Sharri Dempsey was thanked by the committee for all the work she has done with the Tribes and the NSRSN. A brief discussion followed.

D. CHAP Update

Chuck Benjamin updated the committee on the status of the CHAP program and the \$50,000 payback. He stated that as soon as the program is compliant and a corrective action plan is accepted, the funds will be given back to APN. A copy of the letter sent to APN was distributed to the committee (Attachment E). Discussion followed.

4. Other Business

There was none.

5. Meeting Evaluation

Chair Byrne asked members to complete the evaluation prior to leaving.

6. Adjourn

The meeting was adjourned at 3:00 p.m.

Respectfully submitted,

Annette Calder

Please note:

The attachments referenced herein were distributed at the meeting and are attached to the file copy as part of the official record. Please contact the NSRSN at (800) 684-3555 extension 230 with any questions, concerns or requests.

NSRSN COMMITTEE DISCUSSION FORM

AGENDA ITEM: NSRSN Jail Services Review 2000

PRESENTER: Terry McDonough

COMMITTEE ACTION: Action Item (X) FYI & Discussion () FYI only ()

SIGNIFICANT POINTS OR EXECUTIVE SUMMARY:

- Review conducted during 4th quarter 2000
- 40 charts from APN providers reviewed
- Review focused on issues related to continuity of care for jailed consumers, such as;
- Were the consumer's Treatment and Crisis plan amended following the episode of Jail Services?
- Did the consumer's chart document contact between mental health staff and jail staff while the consumer was in jail?
- Did the consumer's chart document face to face contact between mental health staff and the consumer within 5 days of the consumer's release from jail?

CONCLUSIONS/RECOMMENDATIONS:

- Continuity of care for consumer's who are sent to jail is not well documented currently in the consumer's clinical record
- Results of the Jail Services Review have been discussed with APN Clinical Director
- A meeting has been scheduled between NSRSN and APN Quality Management staff for March 22, 2001
- NSRSN Quality Management staff will be conducting a follow-up Jail Services Review during the 4th quarter 2001

TIMELINES:

ATTACHMENTS:

- Jail Services Review

NSRSN Jail Services Review

Fourth Quarter 2000

Initial Review and Next Steps

Executive Summary

During the Fourth Quarter 2000, NSRSN Clinical/Quality Management staff conducted the initial review of the Jail System services throughout the NSRSN. A total of 40 cases were reviewed, 20 cases from Compass Health, 10 cases from Community Mental Health Center and 10 cases from Whatcom Counseling and Psychiatric Clinic. Cases reviewed were evaluated for documentation that evidenced continuity of clinical care for consumers who had been jailed during the review period.

Results

32 of the 40 charts reviewed were of people who were either in service at the time of the jail episode or who connected to service following the jail episode. The other 8 people chose not to connect to mental health services. In 32% of these charts (10 of 32), the consumer's treatment plan and/or Crisis Plan had been amended to address the jail episode being reviewed. In 63% of these charts (20 of 32), documentation in the consumer's chart verifies that mental health staff had contact with either the consumer or with staff at the jail, during the consumer's period of incarceration. In 56% of these charts (18 of 32), the consumer was seen, face-to-face, by mental health staff within 5 days of their release from jail.

Next Steps

The NSRSN Quality Management Team will:

- Submit a DRAFT of the report to the NSRSN Management Team
- Review the results of the report with APN Clinical Director
- Discuss ideas to improve continuity of care for jailed consumers with the APN Quality Management Committee (March 22, 2001)
- Conduct a follow-up review of jail services and continuity of care issues during the Fourth Quarter 2001

Introduction

During the Fourth Quarter 2000, in accordance with the NSRSN Quality Management Work Plan, NSRSN Quality Management (QM) staff conducted their initial review of jail services throughout the NSRSN. 40 clinical records from three (3) APN providers, Compass Health, Community Mental Health Center and Whatcom Counseling and Psychiatric Clinic were reviewed.

Purpose

The purpose of the Jail Services Review was to determine the extent to which continuity of care is maintained for consumers during episodes of jail incarceration. NSRSN QM reviewers focused on documentation in the consumer's clinical record to evaluate the extent to which such continuity of care had been implemented.

Study Methodology

40 clinical records from the three (3) agency providers listed above were selected. These cases were selected from a database provided by Behavioral Data Systems (BDS). Only cases which had at least three (3) episodes of jail-based services during the first six (6) months of 2000 were selected for review. The review focused on the 30 day period prior to the jail episode and also on the 30 day period following the consumer's release from jail. Reviewers were looking for documented evidence of continuity of care such as;

- Amended Crisis and/or Treatment Plans following the jail episode to reflect the recent events, both precipitators and proposed preventative alternatives and/or options to be utilized in the future
- Documentation of contact between the mental health staff and jail staff, while the consumer is incarcerated
- Documentation of face-to-face contact between consumer and agency staff, within 5 days of the consumer's release from jail

Results

Overall, results from the Jail Services review indicated that Crisis Plans and Treatment Plans were amended to address issues and events preceding the jail episode in 32% of the cases reviewed. In 63% of the cases reviewed, mental health staff had been in direct contact with either the consumer or with the jail staff during the consumer's incarceration. In 56% of the cases, the consumer was seen face-to-face by mental health staff within 5 days of their release from the jail.

The charts reviewed in the Jail Services review did not reflect a high degree of continuity of care for consumers who find themselves in jail. Approximately one-third of the treatment plans/crisis plans for these consumers had been amended, following their episode of jail care. Mental health staff had seen jailed consumers within 5 days of their release from jail in just over half of the cases reviewed. Also, in slightly over half of the cases reviewed, mental staff had been in contact with either the consumer or with jail staff, during the consumer's incarceration. Ongoing continuity of care was not

sufficiently documented in the majority of cases reviewed. NSRSN quality management staff feel additional work is needed in this area and will be conducting another review of jail services in the 4th quarter 2001. Prior to this scheduled jail services review, NSRSN quality management staff will meet with APN staff to discuss ideas for increased documentation to reflect improved continuity of care throughout episodes of incarceration for consumers.

Next Steps

The NSRSN Quality Management Team will:

- Submit a DRAFT of the report to the NSRSN Management Team
- Review the results of the report with APN Clinical Director
- Discuss ideas to improve the continuity of care for jailed consumers with the APN Quality Management Committee (March 22, 2001)
- Conduct a follow-up review of jail services and continuity of care issues during the Fourth Quarter 2001

NSRSN COMMITTEE DISCUSSION FORM

AGENDA ITEM: Inpatient Care - Quality Improvement Process

PRESENTER: Gary Williams

COMMITTEE ACTION: Action Item () FYI & Discussion (x) FYI only ()

SIGNIFICANT POINTS OR EXECUTIVE SUMMARY:

This is an Initial presentation to QMOC regarding the NSRSN inpatient quality improvement process. Presentation will provide a brief overview of current activities and expected timeline for presenting specific recommendations to QMOC for review and action. To provide QMOC with an opportunity for input into the inpatient quality review process.

CONCLUSIONS/RECOMMENDATIONS:

None

TIMELINES:

- Complete review and revision of the inpatient concurrent review tool during the next 90 days.
- Complete the scheduled inpatient concurrent review process during the 4th quarter of 2001 per the NSRSN Quality Management Plan
- Continue data collection and analysis of current inpatient and contiguous outpatient and emergency services during the remainder of 2001
- Present QMOC with an integrated inpatient report at the February 2002 QMOC meeting. The Integrated Inpatient report will incorporate aggregate inpatient/outpatient data, consumer complaints, select review data and concurrent review results and analysis. This report will make specific recommendations for QMOC consideration

ATTACHMENTS:

None

NSRSN COMMITTEE DISCUSSION FORM

AGENDA ITEM: APN Access

PRESENTER: Sharon Wolfe, Access Manager; Rosemary Lea, APN Quality Management Director; Alaric Bien, Compass Health Acute Care Director

COMMITTEE ACTION: Action Item () FYI & Discussion (x) FYI only ()

SIGNIFICANT POINTS OR EXECUTIVE SUMMARY:

Overview of:

- APN Access system
- Eligibility
- Providers
- Intake assessments
- Data

CONCLUSIONS/RECOMMENDATIONS:

This presentation is recommended for the committee to have a better understanding of how consumers gain access to the Associated Provider Network system.

TIMELINES:

Ongoing Services

ATTACHMENTS:

To be distributed at the meeting