



**NORTH SOUND REGIONAL SUPPORT NETWORK**

**QUALITY MANAGEMENT OVERSIGHT COMMITTEE**

**COMMITTEE MEETING PACKET**

**JULY 18, 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  
July 18, 2001  
12:30 – 2:30**

**AGENDA**

			<b>Time</b>	<b>Page #</b>
<b>1.</b>	<b>Open the meeting &amp; comments from the Chair</b>		<b>5 minutes</b>	
<b>2.</b>	<b>Approval of June 2001 Minutes</b> <small>Action Item</small>	<b>Chair Byrne</b>	<b>5 minutes</b>	<b>4</b>
<b>3.</b>	<b>Reports</b>			
<b>A.</b>	<b>Jail Services Review Follow-up</b> <small>Action Item</small>	<b>Mr. McDonough</b>	<b>20 minutes</b>	<b>6</b>
<b>B.</b>	<b>Ombuds 1<sup>st</sup> Quarter 2001 Report</b> <small>FYI</small>	<b>Ms. DeCino</b>	<b>10 minutes</b>	<b>7</b>
<b>C.</b>	<b>Inpatient Utilization</b> <small>FYI</small>	<b>Mr. LeBeau</b>	<b>60 minutes</b>	<b>10</b>
<b>D.</b>	<b>Level of Care Manual Revision</b> <small>Introduction Item</small>	<b>Ms. Vaughan</b>	<b>15 minutes</b>	<b>11</b>
<b>4.</b>	<b>Other Business</b>			
	<b>Meeting Evaluation</b>	<b>Chair Byrne</b>	<b>5 minutes</b>	<b>12</b>
<b>5.</b>	<b>Adjourn</b>			

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

**MINUTES**

**Members Present:**

Andy Byrne, Chair	Dave Gossett
Chuck Albertson	Marcia Gunning
JoAnn Angevine	Dolores Holtcamp
Pam Benjamin	Rosemary Lea
Dan Bilson	Terry McDonough
Melissa DeCino	Francene Thompson
Sharri Dempsey	Linda Vaughan

**Members Not Present:**

Lorelei Coy  
Claudia D'Allegri  
Karen Kipling  
Joan Lubbe  
Michael White

**Staff Present:**

Annette Calder  
Gary Williams

**1. Open the meeting & comments from the Chair**

Chair Byrne opened the meeting and addressed the committee regarding timely reporting and getting ahead of the curve.

**2. Approval of May 2001 Minutes**

The minutes of May 16, 2001, were reviewed and a motion was made to approve as written, motion seconded, all in favor, motion carried.

**3. Reports**

**A. Jail Services Review**

Mr. McDonough made a presentation to the committee on the Jail Services Review 2000, the report was included in the meeting packet. A question and answer period followed regarding process, contract compliance, recidivism, access to services, RSN responsibility, jail staff training, etc. The committee asked Mr. McDonough to report the outcome of the upcoming meeting between RSN and APN staff at the July 18, 2001, Quality Management Oversight Committee meeting.

**B. Inpatient Review**

Mr. Williams addressed the committee regarding the Inpatient Review. He stated that the quality management team is in the process of updating the tool for the Inpatient Review and didn't want to present data that had no baseline at this time. Another review will be conducted during the 4<sup>th</sup> quarter of this year and will be reported to this committee during the first quarter of 2002. Chair Byrne asked that the tool be presented to this committee prior to the next review being conducted. Discussion followed. Bob LeBeau offered to share with the committee data on inpatient utilization. Chair Byrne asked for it to be presented at the July meeting. Mr. LeBeau agreed to present the data.

**C. APN Access**

Mr. Bien and Ms. Lea gave a presentation to the committee regarding the APN Access system to mental health services (see Attachment A for additional information). Mr. LeBeau provided the committee with a handout listing the APN Access Eligibility Criteria (attachment B) and discussed these criteria with the committee. Discussion followed. Chair Byrne thanked APN staff for the very informative presentation.

**D. Meeting Evaluation Results**

Chair Byrne provided the committee with the results from the May 16, 2001, meeting evaluation and the group discussed the results.

**E. Meeting Frequency/Schedule**

Chair Byrne addressed the committee regarding moving our meetings to monthly. After some discussion the committee agreed to meet on the third Wednesday of each month from 12:30 – 2:30.

**4. Other Business**

Sharri Dempsey informed the committee of an upcoming PTSD training and provided a brochure (attachment C).

**5. Adjourn**

The meeting adjourned at 2:29 p.m. The next meeting of the Quality Management Oversight Committee will be July 18, 2001, at 12:30 in the NSRSN Conference Room.

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 follow-up

**PRESENTER:** Terry McDonough and Gary Williams

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

### **SIGNIFICANT POINTS OR EXECUTIVE SUMMARY:**

- Review was conducted during 4<sup>th</sup> quarter 2000
- Results were presented at June 20, 2001 QMOC meeting
- APN and NSRSN Clinical/Quality management staff met to discuss next steps re: Review scheduled for 2001

### **CONCLUSIONS/RECOMMENDATIONS:**

- NSRSN and APN Clinical/Quality management staff selected 3 action plans to address quality improvement recommendations regarding the upcoming Jail Review in 4<sup>th</sup> quarter 2001
- These action plans will be presented to QMOC on June 20, 2001
- QMOC will be asked to vote on which action plan to recommend to the NSRSN Board of Directors

**TIMELINES:** July 18, 2001

**ATTACHMENTS:** Will provided at July 18, 2001 QMOC meeting

## **NSRSN COMMITTEE DISCUSSION FORM**

**AGENDA ITEM:** 1<sup>st</sup> Quarter 2001 Ombuds Report

**PRESENTER:** Melissa DeCino

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

**SIGNIFICANT POINTS OR EXECUTIVE SUMMARY:**

- Most clients are coming to Ombuds for help on their own
- High number of complaints in Access, Quality/Appropriateness, as well as Dignity and Respect

**CONCLUSIONS/RECOMMENDATIONS:**

- Ombuds are resolving most complaints through conciliation/mediation

**TIMELINES:**

- Quarterly

**ATTACHMENTS:**

- 2001 1<sup>st</sup> Quarter Report

# NORTH SOUND REGIONAL SUPPORT NETWORK QUARTERLY OMBUDS SERVICE REPORT

January 1, 2001 to March 31, 2001

**Number of Cases: 75**

**Source of Cases:**

Consumer for self: 60  
Relative: 6  
Friend: 1  
Other: 8

**Demographic Information:** *(Identify number in each category if client provides information)*

Male:	34	Adults:	71
Female:	41	Children: (0-17)	3
Elderly: (55+)	1		

**Cultural/Ethnic:**

African American: 1	Asian/Pacific Is:	Caucasian: 74
Hispanic:	American Indian/Alaskan Native:	

**Cases by County:**

Island: 3	San Juan: 1	Skagit: 9
Snohomish: 38	Whatcom: 24	

**Total Contacts: 1135**

**Total Unduplicated Contacts: 171**

**Complaint Data:**

Consumer rights:	4	Service intensity, service not available,	
Access to Services:	17	Coordination of services:	8
Physicians & Medications:	5	Housing:	4
Dignity and Respect:	13	Transportation:	1
Financial/Administration Services:	1	Emergency Services:	5
Quality/Appropriateness:	15	Other:	6
Residential:	1		
Phone Calls not returned:	1		

**Type of Resolution:**

Telephone Information/Referral Provided: 19



Referral to Quality Review Team:	
Resolved through Conciliation/Mediation:	25
Arbitration:	1
Fair Hearing:	1
Other:	1
Not pursued:	22
Outstanding:	12

CC: Executive Director, NSRSN  
 NSRSN Board of Directors  
 Office of Consumer Affairs Manager  
 Quality Management Oversight Committee  
 NSRSN Advisory Board

Mental Health Division  
 P.O. Box 45320  
 Olympia, WA 98504

## **NSRSN COMMITTEE DISCUSSION FORM**

**AGENDA ITEM:** NSRSN Inpatient Utilization

**PRESENTER:** Bob LeBeau

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

### **SIGNIFICANT POINTS OR EXECUTIVE SUMMARY:**

Bob will be reviewing inpatient utilization/costs throughout the North Sound Region since 1993. This review will include costs for both adults and children and will be broken out by county. He will also be reviewing the APN Inpatient Management Plan, a collaborative effort with the NSRSN, and update the group on current efforts to increase our understanding of inpatient utilization and the implications of the data gathered thus far.

### **CONCLUSIONS/RECOMMENDATIONS:**

This will be an opportunity to discuss current inpatient trends and future options in increasing our management of these resources.

### **TIMELINES:**

Ongoing.

### **ATTACHMENTS:**

Will be provided at the meeting.

## **NSRSN COMMITTEE DISCUSSION FORM**

**AGENDA ITEM:** Revision Process: Level of Care

**PRESENTER:** Linda Vaughan

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

### **SIGNIFICANT POINTS OR EXECUTIVE SUMMARY:**

- A work in progress – revisions began in May, 2000 with Community Partners meeting and have continued with weekly meetings
- Incorporating new WAC's, CFR's and MHD requirements.
- The Clinical Eligibility and Care Standards will replace Level of Care.
- This document represents the clinical portion of our contract with providers. Please read the Introduction.
- Met with Providers on May 4 and May 18 to discuss proposed changes and hear feedback
- Handout on July 18<sup>th</sup> will define major revisions.

### **CONCLUSIONS/RECOMMENDATIONS:**

- Current draft will be distributed to QMOC members at July 18 meeting for their review and discussion at QMOC in August.

### **TIMELINES:**

- The Clinical Eligibility and Care Standards will need to be finalized by September 30<sup>th</sup>, 2001 – ready to be introduced to NSRSN Board in October, 2001.

**ATTACHMENTS:** will be available on July 18th

- Latest draft of Clinical Eligibility and Care Standards.
- List of Major Revisions.

# QUALITY MANAGEMENT OVERSIGHT COMMITTEE MEETING EVALUATION FORM

Please complete this form and turn it in at the end of the meeting to the secretary.

## 1. Receipt of Information:

A. Was information received in a timely manner?

1                      2                      3                      4                      5  
Does not meet expectation                      Meets expectation                      Exceeds expectation

B. Overall, did you receive enough information to make informed decisions?

1                      2                      3                      4                      5  
Does not meet expectation                      Meets expectation                      Exceeds expectation

C. Was information sent to the appropriate place?

1                      2                      3                      4                      5  
Does not meet expectation                      Meets expectation                      Exceeds expectation

D. Did we use the appropriate method? (Fax, mail, etc.)

1                      2                      3                      4                      5  
Does not meet expectation                      Meets expectation                      Exceeds expectation

## 2. Meeting Logistics:

A. Are meeting times convenient for you?    \_\_\_Yes    \_\_\_No

B. In order of priority (1, 2, 3) would you rather meet  
    \_\_\_morning or \_\_\_afternoon or \_\_\_evening?

C. Are meeting places convenient for you?

1                      2                      3                      4                      5  
Does not meet expectation                      Meets expectation                      Exceeds expectation

## 3. Are meeting agendas complete and understandable?

1                      2                      3                      4                      5  
Does not meet expectation                      Meets expectation                      Exceeds expectation

## 4. Are meetings conducted in such a way to allow you to speak and participate with a sense of safety and comfort?

1                      2                      3                      4                      5  
Does not meet expectation                      Meets expectation                      Exceeds expectation

5. Are there any special accommodations you need that would be helpful to you? If so, what are they?

Yes

No

Please provide any additional comments you may have.

Total Score\_\_\_\_\_

Meeting Date: 07/18/01    Name(optional)\_\_\_\_\_