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**NORTH SOUND MENTAL HEALTH ADMINISTRATION
BOARD OF DIRECTORS MEETING
NSMHA Conference Room
Mount Vernon, WA
May 11, 2005
1:30 PM**

AGENDA

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1. **Call to Order; Introductions – Chair Gossett**
2. **Revisions to Agenda – Chair Gossett**
3. **Approval of Minutes– Chair Gossett (motion #06-037)**
4. **Comments & Announcements from the Chair**
5. **Reports from Board Members**
6. **Comments from the Public**
7. **Report from the Advisory Board – Charles Albertson, Chair**
8. **Report From Ombuds – Chuck Davis**
9. **Report from the Executive/Personnel Committee – Mike Shelton, Chair**
10. **Report from the Quality Management Oversight Committee – Dr. June LaMarr**
 - Overview Presentation – Chuck Benjamin
 - Recommendations on Policies (**motion #06-038**) – See Attachment I
11. **Report from the Planning Committee – Janelle Sgrignoli, Chair**
12. **Report from the Executive Director – Chuck Benjamin, Executive Director**
 - Letters received from North Sound Tribes
13. **Report from the Finance Officer – Bill Whitlock, Fiscal Officer**
14. **Report from the Finance Committee – Kirke Sievers, Chair**

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15. Consent Agenda – Dave Gossett, Chair

All matters listed with the Consent Agenda have been distributed to each Board Member for reading and study, are considered to be routine, and will be enacted by one action of the Board of Directors with no separate discussion. If separate discussion is desired, that item may be removed from the Consent Agenda and placed on the Regular Agenda by request of a Board Member.

Motion # 06-039

To review and approve North Sound Mental Health Administration's claims paid from April 1, 2006 through April 30, 2006 in the amount of \$(will be available at the meeting). Payroll for the month of April in the amount of \$(will be available at the meeting) and associated employer paid benefits in the amount of \$(will be available at the meeting).

16. Action Items

Motion # 06-026 (Placeholder)

To review and approve contract with Skagit County for ITA court services and related cost for involuntary commitment/chemical dependency pilot project. The monies for this are provided from the pilot project; not NSMHA funding.

Motion #06-040

To review and approve NSMHA's 2nd amended budget and additional staffing requests. This prioritizes remaining additional staff requested and new Corrective Action Plan on Authorizations from MHD to meet RFQ and additional MHD requirements. See Attachment II.

Motion #06-041

To review and approve the NSMHA-Magill-PSC-06, Contract Amendment #1. This amendment deals with changes to the duration and scope of work to include consultation, facilitation and leadership coaching. The maximum consideration of this amendment is \$5,000; total maximum consideration not to exceed \$12,800.

Motion # 06-042

To review the Working Capital Advance Agreement from DSHS Division of Finance. The total amount Advanced remains the same as last year at \$110,426.

17. Introduction Items

Motion # 06-043

To review DSHS Contract # 0569-79682, Amendment 4, State Mental Health Contract. More information will be provided at the meeting. No action will be taken at the May meeting on this item.

Motion #06-044

To review DSHS Contract # 0569-79567, Amendment 4, Prepaid Inpatient Health Plan. More information will be provided at the meeting. No action will be taken at the May meeting on this item.

18. Adjournment – Chair

NOTE: The next Board of Directors meeting May 11, 2005, at 1:30 p.m. in the NSMHA Conference Room

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NORTH SOUND MENTAL HEALTH ADMINISTRATION BOARD OF DIRECTORS MEETING

NSMHA Conference Room

Mount Vernon, WA

April 13, 2006

1:30 PM

MINUTES

Board Members Present:

Dave Gossett, Snohomish County Council, NSMHA Board of Directors Chair
Ward Nelson, Whatcom County Council member,
Jackie Henderson, designated alternate for Island County Commissioner Mike Shelton
Kirke Sievers, Snohomish County Council
Bob Myhr, San Juan County Council
Janelle Sgrignoli, designated alternate for Snohomish County Executive, Aaron Reardon
Marie Jubie, Snohomish County Advisory Board and NSMHA Advisory Board representative
Charles Albertson, Whatcom County Advisory Board and NSMHA Advisory Board Chair
Ken Dahlstedt, Skagit County Commissioner
Regina Delahunt, designated alternate for Whatcom County Executive Pete Kremen

Staff Present:

Chuck Benjamin, Greg Long, Annette Calder, Bill Whitlock, Wendy Klamp, Diana Striplin

Guests Present:

Gary Williams, Barbara LaBrash, Karen Kipling, Xanadu Daniels, Mike Manley, Chuck Davis, Brad Reading, Toni Reading, Sue Boyle, Jess Jamieson, Andy Byrne, Jennifer Carter, Jeffery K. Moser

1. Call to Order; Introductions – Chair Gossett

Chair Gossett opened the meeting at 1:30 and welcomed everyone; introductions were made.

2. Revisions to Agenda – Chair Gossett

Chair Gossett asked if there were any changes to the agenda

3. Approval of Minutes– Chair Gossett (motion #06-033)

Motion to approve by Mr. Sievers, seconded by Mr. Nelson, all in favor, **motion carried.**

4. Comments & Announcements from the Chair

Chair Gossett said he had no comments at this time.

5. Reports from Board Members

None.

6. Comments from the Public

Chuck Davis, Ombuds, said he was here today with some friends because he felt there are three different, very important issues that the Board needs to be aware of. He said one has to do with Advanced Directives, as known an Advanced Directive is a document to be used for a person when they go into

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crisis stating what works to de-escalate their situation as well as what doesn't work for the situation; contact information, etc. This is a document that the CDMHPs/DCRs (County Designated Mental Health Professionals/Designated Crisis Responders) need to be aware of, and currently they are not. One of the people who came with Chuck will address the Board regarding Advanced Directives.

Another issue is the paperwork load on clinicians. There is so much paperwork required that clients are not getting the services they need. Mr. Moser is here to talk about that. Lastly, a young lady who spent about a month in the hospital is here to discuss that as she is not very happy with the results. Ms. Daniells will address the Board regarding that.

Brad Reading said he has a son who has had first manic attack in the summer with no previous history. Since July he was hospitalized three times through December. Mr. Reading and his wife took the NAMI family-to-family course and established an Advanced Mental Health Directive for his son. He said in wondering which agencies he should send the Advanced Directive document to, he called Snohomish County CDMHP's and asked about the Advanced Directives and was told they (CDMHPs there) never heard of anything of the sort. Called back and informed the person he had previously spoken with it (an Advanced Directive) was an RCW and provided the number. Next day spoke with a Mr. Issen, who had heard of an Advanced Directive, and was told a staff meeting would be held to educate staff. He said working in public safety, he knows first hand that law enforcement and others involved in public safety will not know of Advanced Directives and need to be educated on Advanced Directives and how they work. Mr. Reading asked the Board to make sure other systems were notified so those who needed to know about Advanced Directives do. Mr. Reading said he was not trying to get anyone in trouble here, he just thinks CDMHP's and others needed to be trained on what Advanced Directives are and how they work.

Marie Jubie said she is a member of Washington Protection and Advocacy System (WPAS) and said they worked on the bill about Advanced Directives. She said WPAS discussed making a registry for Advanced Directives for reasons such as Mr. Reading just explained. Mr. Redding said he would like to talk to Marie later about this as he and his wife would like to help work on that if possible. Ms. Sgrignoli asked Mr. Reading to please talk to Mike Manley about this to determine if it was her staff involved and how to connect and ensure this issue is addressed.

Jeffrey Moser addressed the Board and said he has been in this system for a while now. Has been trying to get out of system but it is bogged down with paper work and feels only two of his counseling sessions in the last six months were really legitimate and focused on counseling but feels the rest are taken up with and bogged down by paper work. Mr. Moser said he believes the clinician/therapist is trying to do his job, and is a good guy who is really trying to help him and the other people he works with, and feels it is the same way with everyone working at the mental health agency. The paperwork requirements are getting out of hand and would like to see the requirements lessened. He has seen his therapist in tears over the paper work requirements. Mr. Moser contacted Ombuds about this as it really bothers him to see the suffering the clinicians are going through. Mr. Moser thanked the Board for the opportunity to address his concerns.

Xanadu Daniells addressed the Board regarding her illness and how it has affected her. She said she has been suffering from anxiety and has severely limited her functioning. She listed symptoms she suffered due to anxiety, how it has affected her life, shared some national statistics on anxiety, diagnosis, treatment and the costs to the mental health system. Ms. Daniells discussed recent interactions at Compass Health and the Care Center, being prescribed medications that she had informed the prescriber didn't work,

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becoming suicidal and being hospitalized, how she was treated while hospitalized, having seizures due to the medications and poor treatment. Ms. Daniells handed out some documents detailing these issues and said documents are attached to the file copy as part of the official record. Chair Gossett asked Chuck Benjamin to follow up on the information provided by Ms. Daniells and report back to the Board in May.

Chair Gossett asked Chuck Davis if there were examples of paper work that are excessive and asked any to be given to the Board of Directors for review.

7. Report from the Advisory Board – Charles Albertson, Chair

Mr. Albertson reported:

- Jill San Jule gave a pre-meeting presentation on the Transformation Grant.
- The March minutes were approved with changes.
- Tom Richardson expressed concern on availability of medications during a disaster.
- Charles Albertson stated the advisory board retreat was a great success and several ideas were discussed with Advocacy being in the forefront.
- Chuck Benjamin provided his executive directors report.
- Mary Good provided the Finance Committee report and presented the expenditures to the full Board for approval to go before the Board of Directors for approval
- The Advisory board made a recommendation to support 5 individuals to attend the Tribal conference.
- It was recommended on a trial basis that San Juan and Island county advisory board members be given the opportunity to participate via telephone
- Site visits were discussed and the following recommended
 - Delta Rehabilitation Festival
 - Island County Compass Health Facility, Cookie Creations and Alchemy
 - Old Rainbow Center prior to destruction, and
 - North Cascades Secure Detox Facility once opened
- Attending the Therapeutic Medications meeting April 19 at Sea Tac Marriot was discussed.
- Mary Good gave the Quality Management Oversight Committee report
- Diana Striplin gave a presentation on the 4th Biennial Integrated Report covering July – December 2005.
- Chuck Benjamin presented the Consent Agenda for recommendation to the Board of Directors for approval
- Marie Jubie brought forth the standards for clubhouses and expressed concern that they were not being followed. Tom Richardson said that clubhouses could be started without certification, as Rainbow Center, and work on certification at a later date, which Rainbow Center is currently doing. Tom stated it was the role of members and/or leadership to ensure that the guidelines are followed.
- James Mead stated he has been assigned the five northern counties for discussion on the Transformation Grant. He requested representative from all counties for the interview process and they should include young adults, older adults, children, etc.
- The individual county representatives gave their respective reports and Charles Albertson welcomed new San Juan representative, Catherine Ellis.
- The County Coordinator had to leave before we reached this point in the meeting.
- The meeting was adjourned at 3:25 p.m.

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8. Report from the Executive/Personnel Committee – Mike Shelton, Chair

In Mr. Shelton's absence, Chair Gossett reported:

- Chair Gossett wanted to make everyone aware of a recent billing issue for the court filing fees for Skagit County for ITAs. Chair Gossett said when these facilities were opened both Skagit and Snohomish counties vied to have the facilities in their respective counties. The assumption was there would be associated costs. He said there have been inquiries from Skagit and Snohomish Counties on this. The NSMHA is awaiting response from our attorney about this, but if we have to pay, it will be approximately a \$500,000 hit to our budget. Commissioner Dahlstedt said he is kind of trapped in the middle on this one, he said that funding is a real struggle and county/court staffs are all approaching him about this. The impact on the system could be significant. Chair Gossett said perhaps the Board will have to have an in-depth discussion on this in the near future. Chuck Benjamin said that WSAC (Washington State Association of Counties) is considering approaching the legislature in January 2007 about covering the ITA costs to relieve the burden on mental health. Mr. Benjamin said it is perceived that we will have to pay for costs from January 2006. Chair Gossett wanted everyone to be aware of this issue.
- There has been a push by RSN Administrators to "get divorced" from Washington State Association of Counties (WSAC) as they do not want Jean Wessman representing the RSN's. Ms. Wessman serves as a lobbyist to the legislature. Direct contact for our contract with MHD would be Chuck Benjamin, but continue association with WSAC for lobbying. Discussion amongst Board members continued. Mr. Benjamin clarified that he personally doesn't have a problem with Ms. Wessman being the lobbyist for the RSN's, although there are other RSN administrators that feel differently. Mr. Benjamin said that WSAC would carry more weight than just an RSN Administrator, and an RSN Administrator cannot lobby, they could educate. Gary Williams commented that he has participated in WSAC for many years in the mental health portion. Mr. Williams said there is a lot more to county government than mental health and he cannot understand why the RSN Administrators would want to exclude mental health and feels that county staffs need to have direct contact with the state staff and legislators. Janelle Sgrignoli echoed Mr. William's statements. Barbara LaBrash piggy-backed on Mr. William's and Ms. Sgrignoli's comments. Ms. LaBrash said that they delegate the authority to vote in the mental health section to the RSN but retain their right to vote through paying dues. She said ACHS doesn't have the authority to do that. Jackie Henderson said she agrees with everything said, and feels strongly about it.

Motion by Ms. Sgrignoli to retain WSAC as our lobbyist and direct Chuck Benjamin to deal directly with the State for the contract, seconded by Mr. Sievers, All in favor, **motion carried. (Motion 06-036)**

9. Report from the Quality Management Oversight Committee – Gary Williams, Chair

Mr. Williams reported:

- Met on March 22nd and scheduled a special work session for April 26th to review the policies and procedures submitted by the APN as to exceeding requirements and will have a recommendation to this Board in May. Mr. Williams said that APN submitted policies that either exceeded requirements which increased costs or didn't have source references so QMOC is reviewing to determine sources and if exceeds requirements.
- Presentation on the Integrated Report by Diana Striplin. The Quality Management Plan Integrated Report, 4th Biennial Quarter 2004-2005. Copies of the report were distributed and Diana addressed the group about the process and purpose of the report and said that some of the highlights are: Passed the RFQ, continue as a region to use information about many data sources

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and how we provide oversight in the system and noted key areas. She said that data is compiled every six months and incorporated into this report. Mr. Nelson thanked Ms. Striplin for all the hard work and asked how much of the things the RSN wants to look at is related to new contracts/requirements. Ms. Striplin said she couldn't answer that right off the top of her head, but felt at least one third are tied directly to regulation, and the others to system/quality improvements. Ms. Striplin was thanked for her report. Mr. Williams stated QMOC's recommendation is to approve the Integrated Report as presented (**motion #06-034**), motion by Mr. Nelson, seconded by Ms. Sgrignoli, all in favor, **motion carried**.

- Recommendation to approve the Critical Incident Policy (**motion #06-035**). Motion by Mr. Nelson, seconded by Ms. Sgrignoli, all in favor, **motion carried**.

10. Report from the Planning Committee – Janelle Sgrignoli, Chair

Ms. Sgrignoli reported:

- The Planning committee did not meet in April, but a workgroup has worked on and reviewed/revised the Planning Committee charter and it will be brought to the Board next month.
- History and funding document located in the meeting packet. Ms. Sgrignoli asked that this be referred to the planning committee for further review and action.

11. Report from the Executive Director – Chuck Benjamin, Executive Director

Mr. Benjamin reported:

- Good news from legislature is that NSMHA will be getting \$4.3 million dollars Medicaid and \$1.68 million State-only, for a total of \$5.9 million to the NSMHA. NSMHA will be getting \$500,000 for Assertive Case Management.
- Last month board approved 3.5 FTE's and said would look at the remaining 4 FTE's this month. Mr. Benjamin summarized the positions remaining for consideration, with increased funding and with what Board has already approved, NSMHA is still under the 4.75 percent administrative cap. Other positions, if approved, would take NSMHA budget from 4.75 percent to 4.98 percent. Chair Gossett asked with current positions how much money is left, approximately \$134,000 (with 7 months of expenses and 6 months of funding). Mr. Gossett asked for questions and comments.

Mr. Myhr said with positions already approved, how many of the new mandates can be covered? Mr. Benjamin said allied systems and data reporting/integrity, increased fiscal needs and the adult & children care advocates. NSMHA would not be able to cover customer service and utilization management. The requirements are to have data derived from our own system. Ms. Klamp added the authorization program and utilization reviews at chart level to gather data, etc. Ms. Delahunt asked if NSMHA ever received a response from the State about us bearing the costs of this. Mr. Benjamin said nothing was received in writing, but from a conversation with MHD director Richard Kellogg, he said that he will not determine what an RSN needs to meet the requirements. Mr. Benjamin asked if Mr. Kellogg would look to see if we are interpreting requirements in the right way and Mr. Kellogg said no. Since the RFQ was let, we have been told there are only a couple of minor changes that really don't offer any relief. We were hoping the customer service requirement would go away as previously indicated by Mr. Kellogg, but apparently not.

Mr. Sievers said it was not noted on agenda about the review of 4 additional positions, and doesn't think Board can add that at this time. Mr. Benjamin said it could be added under new business or the agenda could be modified. Mr. Nelson said the Board could request certain information for

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the next meeting, especially the financial information and report as he would like to be able to ask clarifying questions after the financial report.

Mr. Dahlstedt at the last meeting concerns were raised about productivity and asked how that would proceed. Mr. Benjamin said that Chair Gossett, at the last meeting, asked the providers to submit quarterly reports on productivity and will come to the Board of Directors. Additional staffing requests will be added to the agenda under introduction items.

- Involuntary Secured Detox will open on April 17th; and the 4 northern counties will go live on April 17th and Snohomish County is scheduled for May 1st.
- Access Transition will take place on May 1st. Mr. Benjamin thanked both APN staff and VOA staff for their hard work and collaboration on this transition.
- Planning Committee taking on Children's issues that are of concern statewide and it would behoove us to pull in as many stakeholders as we can to prevent hospitalization of children.
- May is Mental Health Month and Margaret Rojas is working with the County Coordinators to see what we can do around this.
- 6th annual Tribal Conference is being held May 3 & 4 at the Skagit Resort.
- During the past legislative session the legislature charged the western side and eastern side RSN's to meet separately to determine bed allocations. Greg Long and Bill Whitlock represented the NSMHA at that meeting. We are currently at 105 beds, July 1st go to 111, Oct 1st increase to 129, and January 1st, 2007 another increase for a total of 149 beds. Mr. Benjamin said this is the best bed allocation formula we have ever seen. If the RSN's could not agree on the bed allocations, then MHD would have decided. Now if the hospital is full, liquidated damages will be levied. One half of the liquidated damages will stay at the state hospital and one half will go to the RSN's that are under census. Brief question and answer period followed. Mr. Long noted that each bed is valued at \$150,000 per year, so essentially that is a \$5 million dollars per year value on those beds.

Mike Manley commented on Snohomish County and the Involuntary Detox program and the assumption that Snohomish County would start two months after the rest of the Region. Mr. Manley said Snohomish County is now being told by the State they have to start at the same time. He said that is merely impossible to do as the county is not even interviewing for the position until April 17th, and he does not believe they could have staff on board by May 1st.

12. Report from the Finance Officer – Bill Whitlock, Fiscal Officer

Mr. Whitlock reported:

- The Federal Block Grant has not been billed. We have had only one billing since requiring encounter data to be sent with the billings. The PATH Revenue represents two months billings for one of the two vendors. The DDD Revenue represents two months of billings. The expenditures are in line with expectations.
- The State passed an increase in funding that starts July 1, 2006. \$1.7 million State-only funds excluding the Hospital Rate Proviso, \$64,256 increase in the Hospital Rate Proviso, and \$5.1 million in Medicaid funds. The total increase is \$6.9 million. This increase will sufficiently fund the additional staff positions passed at last month's meeting.
- This month's contract change revolves around the PATH grant. They reflect the recognition of the carry over funds not spent in the last period in the amount of \$28,828.11. Note these funds must be spent before June 30, 2006.
- We recently negotiated a new Western State Bed Allocation. This will bring our bed allocation up to 129 from 111 starting June 30, 2006.

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- Next month we will ask for a 2005 year end budget transfers between categories.

13. Report from the Finance Committee – Kirke Sievers, Chair

Mr. Sievers reported:

- The Finance Committee met today and reviewed all prior expenditures, expenses, time cards, and all other information included in Bill's report.
- Will be recommending changing bank accounts so there will not be fees levied to the account holder or the person the check is written to.
- Discussion regarding additional FTE's requested. Felt the Executive Committee would be coming with a recommendation on the additional staff. Mr. Nelson asked about the previous percentage of administrative costs of 4.75%, additional 4 staff would put us over the 4.75%. Mr. Nelson asked if staying at the 4.75% level, what additional could we get and remain within the 4.75% cap? Additional 4 FTE's would be funded by new money, which takes away money from services and the Board of Directors need to weigh out options. The Board will be revisit this request next month.

14. Consent Agenda – Dave Gossett, Chair

Motion to approve the Consent Agenda by Mr. Myhr and seconded by Mr. Nelson, all in favor, **Motion Carried.**

All matters listed with the Consent Agenda have been distributed to each Board Member for reading and study, are considered to be routine, and will be enacted by one action of the Board of Directors with no separate discussion. If separate discussion is desired, that item may be removed from the Consent Agenda and placed on the Regular Agenda by request of a Board Member.

Motion #06-022

To review and approve the NSMHA-VOA-Medicaid-2006, Amendment 1. This amendment is for adding the delegated Access Line function. Total financial consideration for 2006 is \$232,463.

Motion #06-023

To review and approve the NSMHA-VOA-SMH-2006, Amendment 1. This amendment is for adding the delegated Access Line function. Total financial considerations for 2006 is \$140,612.

Motion#06-024

To review and approve the NSMHA-APN-Medicaid-2006, Amendment 1. This amendment removes the delegated Access Line function. Total funding reduction for the remainder of 2006 is \$232,463.

Motion # 06-025

To review and approve the NSMHA-APN-SMH-2006, Amendment 1. This amendment removes the delegated Access Line function. Total funding reduction for the remainder of 2006 is \$140,612.

Motion #06-027

To review and approve the amended lease from Westcom Properties. As approved in the revised 2006 budget, this adds 650 square feet of space to the NSMHA lease.

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Motion #06-028

To review and approve the amended PATH contract with DSHS. This amendment allows the carryover of 2005 unexpended funds to PATH contract holders. The funds must be expended by June 30, 2006 or be forfeited to the federal funding source.

Motion #06-029

To review and approve the amended PATH contract between NSMHA and Compass Health. This amendment allows the carryover of unexpended funds from 2005 in the amount of \$15,377.30 to be expended by June 30, 2006 or be forfeited to the federal funding source.

Motion #06-030

To review and approve the amended PATH contract between NSMHA and Whatcom Counseling and Psychiatric Clinic. This amendment allows the carryover of unexpended funds from 2005 in the amount of \$13,422.81 to be expended by June 30, 2006 or be forfeited to the federal funding source.

Motion #06-031

To authorize switching Petty Cash and Advance Travel accounts from Bank of America to Washington Mutual. Authorized signatures on the accounts are as follows:

1. Charles R. Benjamin
2. Greg C. Long
3. Wendy K. Klamp

Motion # 06-032

To review and approve North Sound Mental Health Administration's claims paid from March 1, 2006 through March 31, 2006 in the amount of \$3,088,614.12. Payroll for the month of March in the amount of \$67,626.60 and associated employer paid benefits in the amount of \$22,123.31.

15. Action Items

Motion # 06-026 (Placeholder)

To review and approve the contract with Skagit County for ITA court services and related cost for involuntary commitment/chemical dependency pilot project. The monies for this are provided from the pilot project; not NSMHA funding.

Contract not received by this meeting time, therefore no action was taken.

16. Introduction Items

Additional staff to be considered. Mr. Myhr asked about the administrative percentage and if the new money decreases the administrative percentage our budget. Mr. Benjamin said that money is included in the budget.

Jess Jamieson commented regarding Mr. Nelson's earlier statements/questions about phase in of positions. Mr. Jamieson said that he had the same success in meeting with MHD as Mr. Benjamin did (none). Has another meeting scheduled with Mr. Kellogg to try and determine what the assumptions are. Mr. Jamieson said he appreciates the measured approach that Mr. Nelson recommended.

Mr. Benjamin said he attended a Mental Health Planning and Advisory Council meeting where MHD announced they are revamping the distribution of the Federal Block Grant dollars based on population, would increase our funding by approximately \$200,000 – \$300,000 per year.

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17. Adjournment – Chair

Adjourned at 3:08 p.m.

NOTE: The next Board of Directors meeting May 11, 2005, at 1:30 p.m. in the NSMHA Conference Room

North Sound Mental Health Administration

Regional Support Network for Island, San Juan, Skagit, Snohomish, and Whatcom Counties

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MEMORANDUM

TO: NSMHA Board of Directors
FROM: Dr. June La Marr, Co-Chair, Quality Management Oversight Committee (QMOC)
DATE: 5/10/2006
SUBJECT: Responses To APN Policy Concerns

Due to the complexity of this issue, QMOC, a standing committee of the Board of Directors, is submitting our May meeting results with this memorandum. The members present at this special QMOC meeting held on April 26, 2006 are as follows:

1. Board of Directors' representatives:
 - a. Gary Williams, Whatcom County alternate for Councilman Ward Nelson.
 - b. Dr. June LaMarr, Tulalip Tribes
2. Consumers/Advocates:
 - a. Janet Lutz Smith, Whatcom County
 - b. Mary Good, Skagit County
 - c. Dan Bilson, Whatcom County
 - d. Chuck Albertson, Whatcom County
 - e. Susan Ramaglia, Skagit County
3. County Coordinators:
 - a. Nancy Jones, Snohomish County
 - b. Maile Acoba, Skagit County
4. Providers:
 - a. Rochelle Clogston, (Compass Health) Associated Provider Network
 - b. Russ Hardison, Sea Mar
 - c. Karen Kipling, Volunteers of America
 - d. Mike Manley, Snohomish County
5. Ombuds:
 - a. Chuck Davis
 - b. Deborah Moskowitz
6. NSMHA
 - a. Wendy Klamp, Quality Manager
7. Guests only allowed to answer questions of QMOC:
 - a. Mike Watson, Lake Whatcom Center (APN)
 - b. Stacey Alles, Compass Health (APN)
 - c. Dr. Keith Brown, NSMHA Medical Director
 - d. Chuck Benjamin, NSMHA Executive Director

QMOC is responding to a list of concerns presented by the Associated Provider Network (APN) in February 2006 at the direction of the Board of Directors.

As requested, NSMHA presented their analysis of the proposed policies and procedures to QMOC using the following priority ratings:

1. NSMHA supports current policy.
2. NSMHA agrees to revise policy but does not accept the revision submitted by APN. Therefore, NSMHA agrees to enter into discussions to reach a consensus on policy amendments.
3. NSMHA agrees with APN or Not an Issue for NSMHA so will revise policies accordingly.

QMOC submits the following consent agenda for the Board of Director’s review and action.

- o All priority Threes were unanimously decided.
- o Priority Two’s were accepted as a group by QMOC to be revised through the collaborative NSMHA Quality Management system.
- o Priority Ones received:
 - Thirteen unanimous votes,
 - Six 14 yes to 1 no votes, and
 - One 14 yes to 1 abstention votes.

1. QMOC agrees with NSMHA and APN on the priority threes and we recommend the following policies be revised as submitted by APN:

Policy Number / Name	Policy Section	Comments
1002.00 Complaints and Grievances	D	Unanimous vote to accept. The NSMHA will correct the CFR source of 438-214 listed in the header of NSMHA Policies 1001, 1002, 1003, 1004 to reflect the CFR sources listed in NSMHA policy 1001-Complaint
1518.00 Mental Health Advance Directives	B	Unanimous vote to accept. (Regarding maintaining a certified copy) Given the new resource of the State Advance Directives Registry, if this requirement presents a barrier to maintaining a copy of the Mental Health Advance Directive in the medical record, NSMHA is willing to remove the requirement.
1528.00 Mental Health Screening Prior to Nursing Home Placement	NA	Unanimous vote to accept. As the policy requirement no longer exists, NSMHA is in agreement that this policy is not required.
4505.00 Enrollee Rights	A	Unanimous vote to accept. NSMHA has always followed the interpretive guidelines and allowed providers to obtain an attestation of receipt. There has never been any concern noted by APN regarding the policy language, however we are in agreement to make the adjustment for the purpose of clarity.

2. QMOC recommends that the following priority two policies be revised utilizing the NSMHA Integrated Quality Management Process adopted by the Board of Directors:

Policy Number / Name	Policy Section
1504.00 Assessments for on-going services	A
1505.00 Authorization for Ongoing Outpatient Services	A
1527.00 "MATCH" (High Intensity Treatment or (HIT)	NA
1531.00 Supported Employment Services	NA
1532.00 Mental Health Services in Residential Setting	NA
1546.00 Medication Management Transfers to Primary Care Providers	NA
1702.00 Integrated Crisis Response System Outreach & Safety Screening	NA
1704.00 Crisis Services – General Policy	B
1705.00 Domestic Violence Screening/ Assessment	NA
1707.00 Clinical Dispute Resolution	NA
Regional Training Plan	A

3. QMOC supports NSMHA's recommendation to not modify the following policies:

Policy Number / Name	Policy Section	Comments
1002.00 Complaints / Grievances	A, B and C	<p>A: Motion to leave as is with NSMHA and providers to more clearly define a complaint passed unanimously.</p> <p>B: QMOC decided that if A is implemented that B is not a problem, passed unanimously to not modify this section.</p> <p>C. QMOC supported the need for a brief narrative report for the purpose of continuous quality improvement purposes. Unanimous vote.</p>
1007.00 Primary Source Verification, etc...	NA	Unanimous decision to not modify policy but to have NSMHA and all providers discuss to reach a best practice.
1009.00 Responding to and Reporting Critical Incidents	NA	Unanimous decision to not modify policy but to have NSMHA and all providers discuss to clarify what is reportable / not reportable. SeaMar noted that this policy conforms to what they have to report for JCA HO accreditation. Consumers noted that we owe this to our consumers.
1504.00 Assessments for on-going services	B and C	<p>B: Unanimous QMOC decision to not modify this policy but that clarity is needed and is referred to Quality Management Committee.</p> <p>C: Unanimous QMOC decision to not modify this policy. Issues of consumer care and misdiagnosis were discussed.</p>
1505.00 Authorization for Ongoing Outpatient Services	B	Unanimous decision to not modify policy but to have NSMHA and all providers discuss to clarify definitions. NSMHA is also requested to discuss this RFQ requirement with MHD.
1517.00 Coordination of Care with Primary Care Physician and Other Health Care Providers	NA	QMOC decision 14 to 1 to not modify this policy. Overwhelming majority of QMOC members noted the concern of assuring consumer protections and continuity of care. This policy was approved in 2004..
1518.00 Mental Health Advance Directives	A	QMOC decision 14 to 1 to not modify this policy. Overwhelming majority of QMOC members noted the concern of assuring consumer protections and the right to an Advance Directive. This policy was approved in 2004
1520.00 Second Opinions	NA	QMOC decision 14 to 1 to not modify this policy. Overwhelming majority of QMOC

Policy Number / Name	Policy Section	Comments
		members noted the right of consumers to obtain a second opinion. Tracking of second opinion costs to be required of NSMHA.
1540.00 Criteria for Closing an Episode of Care/ Planned Discharge from Treatment	NA	Unanimous decision to not modify policy but to have NSMHA clarify what to do with transferred or deceased clients.
1541.00 Rationale and Use of Seclusion and Restraints at Evaluation and Treatment Facilities	NA	Unanimous decision to not modify policy and that anyone in restraints should have face to face supervision.
1550.00 Early Periodic Screening, Diagnosis, and Treatment (EPSDT)	A, B and C	Unanimous decision to not modify policy but as NSMHA agreed, this policy will not enforced until September when the RFQ and new contract take effect.
1553.00 Evidence-Based, Research-based, Consensus-based, and Promising or Emerging Best Practices	NA	QMOC decision 14 to 1 to not modify this policy as evidence practices are actively being pursued by MHD, RFQ and current and future contracts.
1704.00 Crisis Services – General Policy	A	QMOC decision 14 to 1 to not modify this policy. It is noted that NSMHA is required to review all policies annually.
4505.00 Enrollee Rights	B	Unanimous decision to continue policy in but to amend to add “in accordance with HIPAA requirements” for clarity.
5501.00 Concurrent Utilization Review of Outpatient Services	NA	Unanimous decision to not modify policy.
1538.00 Thirty day letter	NA	QMOC decision 14 to 1 to not modify this policy. It is noted that consumers need this letter to be informed of their choices. SeaMar noted that this policy does not cause them a problem.
Regional Training Plan	B	Unanimous decision by QMOC to make this a priority two.
1547.00 Customer Service	NA	QMOC decision 14 to 1 abstention to not modify this policy. It is clearly an RFQ requirement and NSMHA will monitor the new contract language accordingly.

Funding From MHD

FY 2007	Total Revenue	Total Revenue	Revenue by Fund Source							Comparison to Formula		percent change
			Medicaid		State Only					Revenue in Fiscal Year 2006		
			Federal	State Match	Based on Population	Stabilization Adjustment (to Maintain 95% of FY06 Funding Level)	Hospital Rate Increase Proviso	Total State Only	Percentage	FY 2006	Difference	
	Revenue	Percentage										
Chelan Douglas	7,557,608	1.83%	2,896,321	2,885,913	1,676,626	0	12,837	1,689,463	1.61%	6,382,540	1,175,069	18.41%
Clark	22,460,534	5.43%	7,808,961	7,780,900	6,317,603	0	276,658	6,594,260	6.30%	18,911,043	3,549,491	18.77%
Grays Harbor	6,379,550	1.54%	2,571,047	2,561,808	1,126,357	63,772	2,903	1,193,032	1.14%	6,325,657	53,893	0.85%
Greater Columbia	46,582,784	11.26%	17,698,035	17,634,437	10,353,445	0	313,614	10,667,059	10.19%	42,988,483	3,594,301	8.36%
King	114,271,055	27.61%	41,251,410	41,103,172	29,180,385	0	1,500,576	30,680,961	29.32%	100,739,010	13,532,045	13.43%
NEWRSN	6,375,131	1.54%	2,442,994	2,434,215	1,144,107	299,178	8,225	1,451,511	1.39%	6,328,069	47,063	0.74%
North Central	11,704,082	2.83%	4,695,417	4,678,543	2,189,779	0	31,301	2,221,080	2.12%	11,466,949	237,134	2.07%
North Sound	57,635,679	13.93%	19,703,071	19,632,267	16,766,256	0	811,702	17,577,958	16.80%	50,728,988	6,906,691	13.61%
Peninsula	22,446,744	5.42%	8,410,400	8,380,177	5,402,639	0	23,611	5,426,250	5.19%	19,694,262	2,752,482	13.98%
Pierce	48,939,456	11.83%	18,108,097	18,043,025	12,197,895	0	53,841	12,251,736	11.71%	48,375,872	563,584	1.17%
Southwest	8,187,226	1.98%	3,229,955	3,218,349	1,547,530	0	113,863	1,661,393	1.59%	7,807,504	379,722	4.86%
Spokane	35,873,143	8.67%	14,217,285	14,166,194	7,040,536	0	92,567	7,133,103	6.82%	31,731,057	4,142,086	13.05%
Thurston Mason	17,359,692	4.19%	6,344,426	6,321,627	4,453,789	0	41,629	4,495,417	4.30%	15,467,841	1,891,851	12.23%
Timberlands	8,080,232	1.95%	3,215,681	3,204,125	1,562,053	0	27,788	1,589,842	1.52%	7,307,629	772,603	10.57%
Total	413,852,917	100.00%	152,593,101	152,044,753	100,959,000	362,950	3,311,115	104,633,065	100.00%	374,254,903	39,598,014	

Reduce by Hospital Rate Proviso	\$ 811,702	2007	\$ 6,906,691	\$ 6,842,435
	\$ 747,446	2006	\$ (64,256)	4.75%
Increase in Hospital Funds	\$ 64,256		\$ 6,842,435	\$ 325,016 NSMHA Increased Funding

NSMHA SALARY POSITION WORKSHEET

2006 BUDGET CHANGE - APPROVED

<u>POSITION</u>	<u>FTE</u>	<u>RANGE</u>	<u>STEP</u>	<u>MONTHLY</u>		<u>ANNUAL</u>	<u>BENEFITS</u>	<u>Pers</u>	<u>Social</u>	<u>Unemployment</u>	<u>Workers</u>	<u>TOTAL</u>	<u>TOTAL</u>	M & O	Total	
				<u>Number</u>	<u>SALARY</u>											<u>Months x</u>
				<u>of Mths</u>	<u>Amount</u>	<u>Amount</u>	<u>Fixed Amount</u>	<u>Salary x .0244</u>	<u>Salary x .0765</u>	<u>\$30,200 x .042</u>	<u>Hours x \$.2323</u>					
Quality Specialist # 5	1.00	22	B	6	\$ 3,902.45	\$ 23,414.69										
			BB	0.50	\$ 4,000.01	\$ 2,000.01	\$ 25,414.70	19,982.28	620.12	2,312.74	1,044.54	483.18	24,442.86	49,857.56	3,143.64	53,001.20
Quality Specialist # 6	1.00	22	B	6	\$ 3,902.45	\$ 23,414.69										
			BB	0.50	\$ 4,000.01	\$ 2,000.01	\$ 25,414.70	19,982.28	620.12	2,312.74	1,044.54	483.18	24,442.86	49,857.56	3,143.64	53,001.20
Accounting / IS	1.00	28	1	6	\$ 2,704.62	\$ 16,227.71										
			A	0.50	\$ 2,772.23	\$ 1,386.11	\$ 17,613.82	19,982.28	429.78	1,602.86	723.93	483.18	23,222.03	40,835.85	1,536.54	42,372.39
Planning Specialist	0.50	25	B	6	\$ 1,668.58	\$ 10,011.48										
			BB	0.50	\$ 1,710.30	\$ 855.15	\$ 10,866.63	11,418.45	265.15	988.86	446.62	241.59	13,360.67	24,227.30	1,181.02	25,408.32
TOTAL	3.50					\$ 79,309.85	\$ 79,309.85	\$ 71,365.29	\$ 1,935.16	\$ 7,217.20	\$ 3,259.63	\$ 1,691.14	\$ 85,468.42	\$ 164,778.27	\$ 9,004.84	\$ 173,783.11

Rent	\$ 6,300.00
<u>Total Costs</u>	<u>\$ 180,083.11</u>

Increase in Funding 2006-7	\$ 325,016
Half Year	\$ 162,508
Add RFQ Contingency	\$ 84,000
Less Phone System	\$ (15,000)
Total Available Funds 2006	\$ 231,508
Balance Available	51,424.89

NSMHA SALARY POSITION WORKSHEET

2006 BUDGET CHANGE -

Additional Staffing Request

<u>POSITION</u>	<u>FTE</u>	<u>RANGE</u>	<u>STEP</u>	Number of Mths	<u>MONTHLY SALARY Amount</u>	Months x Amount	<u>ANNUAL SALARY</u>	<u>BENEFITS</u> Health, Life etc. Fixed Amount	<u>Peers</u> Retirement Salary x .02440	<u>Social</u> Security Salary x .0765	<u>Unemployment</u> Compensation \$30,200 x .042	<u>Workers</u> Compensation Hours x \$.2323	<u>TOTAL BENEFITS</u>	<u>TOTAL SALARY AND BENEFITS</u>	<u>M & O</u>	<u>Total</u>	
																	Balance from Current Proposal
																	\$ 51,424.00
# 1 Quality Specialist # 7	1.00	22	B	6	\$ 3,902.45	\$ 23,414.69	\$ 23,414.69	19,982.28	571.32	2,130.74	962.34	241.59	23,888.27	47,302.96	3,143.64	50,446.60	977.40
# 2 Secretary # 1	1.00	31	1	6	\$ 2,232.87	\$ 13,397.21	\$ 13,397.21	19,982.28	326.89	1,219.15	550.63	241.59	22,320.53	35,717.74	711.04	36,428.78	(36,428.78)
# 3 Quality Specialist # 8	1.00	22	B	6	\$ 3,902.45	\$ 23,414.69	\$ 23,414.69	19,982.28	571.32	2,130.74	962.34	241.59	23,888.27	47,302.96	3,143.64	50,446.60	(86,875.38)
# 4 Quality Specialist # 9	1.00	22	B	6	\$ 3,902.45	\$ 23,414.69	\$ 23,414.69	19,982.28	571.32	2,130.74	962.34	241.59	23,888.27	47,302.96	3,143.64	50,446.60	(137,321.98)
TOTAL	4.00					\$ 83,641.27	\$ 83,641.27	\$ 79,929.12	\$ 2,040.85	\$ 7,611.36	\$ 3,437.66	\$ 966.37	\$ 93,985.35	\$ 177,626.62	\$ 10,141.96	\$ 187,768.58	

Total RSN Funding \$ 57,635,679
 Hospital Proviso \$ (811,702)
 Net Funding \$ 56,823,977

		Position 2	Position 3	Position 4
Half Year Funding	\$ 28,411,989	\$ 28,411,989	\$ 28,411,989	\$ 28,411,989
Base Carvout	4.75%	4.88%	5.06%	5.24%
RSN Funding	\$ 1,349,569	\$ 1,386,505	\$ 1,437,647	\$ 1,488,788
Increase	\$	\$ 36,936	\$ 88,077	\$ 139,219