



**NORTH SOUND REGIONAL SUPPORT NETWORK
QUALITY MANAGEMENT OVERSIGHT COMMITTEE
COMMITTEE MEETING PACKET
SEPTEMBER 14, 2000**

**North Sound Regional Support Network
Quality Management Oversight Committee
September 14, 2000
12:30 – 3:00 p.m.
NSRSN Conference Room**

AGENDA

			Time	Page #
1.	Call to Order & Comments from the Chair	Chair Benjamin	5 minutes	
2.	Approval of August 2000 minutes	Chair Benjamin	5 minutes	2-3
3.	Reports			
	Action Items:			
	• Caseload Study	Ms. Thompson	15 minutes	4
	Informational Items:			
	• Administrative Audit Process	Ms. Gunning	30 minutes	5-6
	• Concurrent Review	Mr. McDonough	30 minutes	7
	• Snohomish County E & T	Ms. Thompson	10 minutes	8
	• Dangerous Mentally III Offenders Program	Ms. Thompson	15 minutes	9
	• CHAP Update	Ms. Vaughan	5 minutes	10
4.	Other Business			
	A. Meeting Evaluation	Chair Benjamin	5 minutes	
5.	Adjourn			

**North Sound Regional Support Network
Quality Management Oversight Committee
August 17, 2000
12:30 – 3:00
NSRSN Conference Room**

Members Present

Chuck Benjamin, Chair	Sharri Dempsey
Chuck Albertson	Dave Gossett
Beckie Bacon for Dolores Holtcamp	Karen Kipling
Linda Benoit	Terry McDonough
Tori Benz-Hillstrom	Betsy Niemann
Dan Bilson	Jim Teverbaugh
Lorelei Coy	Francene Thompson
Claudia D'Allegri	Michael White

Staff Present

Annette Calder	Mike Page
Melissa DeCino	Diana Striplin
Debbie Page	Gary Williams

Guests

Bob LeBeau
Marie Jubie

1. Call to order and Comments from the Chair

Chair Benjamin opened the meeting and addressed those present as to the new format for the Quality Management Oversight Committee meetings. He thanked all for attending and offering their input.

2. Approval of July minutes

A motion was made and seconded to approve the minutes of July 20, 2000, all in favor, motion carried.

3. Reports

A. Critical Incidents

Mike Page and Tori Benz-Hillstrom provided an update on the work that has taken place on the Critical Incidents policy and procedures, discussion followed. A motion was made and seconded to approve the Critical Incidents policy and procedures, 14 yes, 0 no, 1 abstention, motion carried.

B. CHAP services in Island and San Juan Counties

Bob LeBeau provided the group with the status of CHAP services in Island and San Juan Counties. He will keep the committee apprised of the status of CHAP services in these counties.

C. Ombuds Report

Betsy Niemann discussed the Ombuds Report for the Second Quarter of 2000. She stated that due to staffing changes it was discovered data was not being collected properly and future reports will be more accurate and more reader friendly, much discussion followed.

D. Supervised Living Review

Terry McDonough addressed the committee regarding the Supervised Living Review. Debbie Page made a presentation on the process and steps followed to conduct the Supervised Living Review. They informed the committee of the many positive findings as well as some concerns discovered during the Supervised Living Review.

E. Tribal Liaison Report

Sharri Dempsey provided handouts and made a presentation on the status of the 7.01 plan. Jim Teverbaugh made a motion that the Quality Management Oversight Committee accept the 7.01 plan and forward it to the NSRSN Advisory Board, seconded, all in favor, motion carried.

F. Caseload Study Report

Francene Thompson gave a progress report on the status of the Caseload Study. She stated that many complaints and concerns were received regarding the last report generated by the NSRSN on the size of caseloads. Self-pay, private medical insurance and Medicare covered clients are not reported by the NSRSN. The NSRSN only reports on Medicaid eligible clients, discussion followed.

4. Adjourn

Chair Benjamin adjourned the meeting at 2:35 p.m.

NSRSN COMMITTEE DISCUSSION FORM

AGENDA ITEM: CASELOAD UPDATE

PRESENTER: FRANCENE THOPSON

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

SIGNIFICANT POINTS OR EXECUTIVE SUMMARY:

- Efforts continue to refine data regarding caseload size throughout the Region, with focus on determining the effect this factor may have on quality of services provided to NSRSN consumers.
- Associated Provider Network has assisted in this effort by providing caseload information that includes all consumers served within our system. Previous data has included only Medicaid recipients. New statistics include private pay and those covered by other insurance.

CONCLUSIONS/RECOMMENDATIONS:

- Future consideration of caseload size needs to include this expanded information.
- APN has developed a data improvement plan to focus specifically on the caseload issue.
- It is recommended that NSRSN work with APN to expedite completion of their proposed plan.

TIMELINES:

Ongoing.

ATTACHMENTS:

Handouts will be available at QMOC Meeting.

NSRSN COMMITTEE DISCUSSION FORM

AGENDA ITEM: Administrative On-Site Monitoring

PRESENTER: Marcia Gunning

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

SIGNIFICANT POINTS OR EXECUTIVE SUMMARY:

All agencies providing services to or on behalf of the NSRSN are monitored for administrative, fiscal and quality management systems compliance. A presentation on the NSRSN's on-site review processes and QMOC's role will be presented.

CONCLUSIONS/RECOMMENDATIONS:

None.

TIMELINES:

None

ATTACHMENTS:

- On-Site Review Schedule

**NSRSN 1999-2001 BIENNIUM
ON-SITE ADMINISTRATIVE AUDIT
TENTATIVE SCHEDULE
UPDATED 4/5/00**

SERVICE PROVIDER	ENTRANCE DATE	EXIT DATE
Community Mental Health Services	6/5/00	6/8/00
Compass	7/10/00	7/14/00
Associated Provider Network	7/24/00	7/26/00
Tulalip Tribe	8/28/00	8/29/00
Lake Whatcom Residential and Treatment Center	9/13/00	9/15/00
Seamar	11/6/00	11/8/00
Whatcom Counseling & Psychiatric Clinic	1/29/01	2/1/01
Catholic Community Services	3/12/01	3/14/01
Volunteers of America	4/30/01	5/2/01
Snohomish County	6/13/01	6/15/01
Rainbow Resources	10/11/00	10/12/00
Consumer Oriented Projects Monitoring will be accomplished through monthly desk audits. An on-site will be conducted as monthly desk audits warrant.		

NSRSN COMMITTEE DISCUSSION FORM

AGENDA ITEM: First Quarter 2000 Concurrent Review Final report

PRESENTER: Terry McDonough

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

SIGNIFICANT POINTS OR EXECUTIVE SUMMARY:

- A Draft of the First Quarter 2000 review was presented to QMOC on July 20, 2000
- At the July presentation, the need to meet with APN providers and review their Action Plan, in response to the FQ 2000 report, was identified.
- NSRSN and APN provider staff met on August 3, 2000. Ideas were exchanged and discussed.
- APN will be sending their Action Plan to the NSRSN on September 1, 2000
- A copy of APN's Action Plan, as well as the NSRSN's response to the Action Plan, will be presented at the September 14, 2000 QMOC meeting.

CONCLUSIONS/RECOMMENDATIONS:

Will be presented at the September 14, 2000 QMOC meeting.

TIMELINES:

Report due to QMOC on September 14, 2000

ATTACHMENTS:

None

NSRSN COMMITTEE DISCUSSION FORM

AGENDA ITEM: SNOHOMISH COUNTY EVALUATION AND TREATMENT CENTER

PRESENTER: FRANCENE THOMPSON

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

SIGNIFICANT POINTS OR EXECUTIVE SUMMARY:

- A review of the Snohomish County E & T resulted in corrective actions being required in the following areas:
 - ✓ Performance of timely physical exams at admission,
 - ✓ Proper use of the Critical Incident Procedure,
 - ✓ Full utilization of Client Rights Forms,
 - ✓ Provision of Ombuds Brochures to patients,
 - ✓ Provision of recreational therapy in daily activities,
 - ✓ Provision of specialized services to special populations, and
 - ✓ Staffing at appropriate levels on all shifts.
- A report to QMOC in May, 2000, reflected correction of all deficiencies except the requirement for Special Population/Multi-Cultural Consultations for all patients falling into special population groups.

CONCLUSIONS/RECOMMENDATIONS:

- A review team returned to the Snohomish County E & T on August 29, 2000.
- It was determined that all of the previously corrected issues continued to be appropriately implemented, except the one outstanding issue about consultations for consumers from special populations.
- The review team worked with staff to explain why the efforts currently made had not yet fulfilled contract/WAC expectations.
- It is recommended that the team continue to work with staff around correction of these deficits, and review the program again in 30 days.

TIMELINES:

Review and report progress to the October QMOC meeting.

ATTACHMENTS:

None

NSRSN COMMITTEE DISCUSSION FORM

AGENDA ITEM: DANGEROUS MENTALLY ILL OFFENDER PROGRAM (DMIO)

PRESENTER: FRANCENE THOMPSON / JERE LAFOLLETTE

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

SIGNIFICANT POINTS OR EXECUTIVE SUMMARY:

- The Legislature recently passed SSB #5011 in an effort to improve the process of identifying and providing additional mental health treatment for persons being released from prison who are determined to be dangerous due to a mental disorder.
- July 2000 amendments to MHD/RSN contracts placed responsibility for provision of mental health treatment on Regional Support Networks, along with special funding to be used for extraordinary expenses incurred in this process.
- NSRSN participates in a statewide selection and monitoring committee, and is working closely with local providers to develop regional protocols and procedures for working with identified program participants.

CONCLUSIONS/RECOMMENDATIONS:

- Local planning and implementation will include a broad range of community stakeholders, with emphasis on early engagement of consumers, cross system collaboration, and community, consumer, and provider safety.
- Regular regional progress reports will be presented to QMOC.

TIMELINES:

Ongoing.

ATTACHMENTS:

Copies of Substitute Senate Bill #5011 will be provided upon request.

NSRSN COMMITTEE DISCUSSION FORM

AGENDA ITEM: CHAP Programs – Progress report

PRESENTER: Linda Vaughan

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

SIGNIFICANT POINTS OR EXECUTIVE SUMMARY:

Compilation/analysis of CHAP programs' monthly reports

Updates on CHAP programs - APN and NSRSN

CHAP as part of larger planning ventures: 4-E waiver and
Children's Comprehensive Acute Mental Health Planning
Committee (DCFS, APN, NSRSN, DDD, ESD)

Current contract will expire December 31, 2000

CONCLUSIONS/RECOMMENDATIONS:

Recommendations to QMOC by October meeting.

TIMELINES:

Compass CHAP Program review – again on September 20, 2000

ATTACHMENTS:

None