



NORTH SOUND REGIONAL SUPPORT NETWORK

QUALITY MANAGEMENT OVERSIGHT COMMITTEE

COMMITTEE MEETING PACKET

NOVEMBER 21, 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.

Adopted: 10-27-99
Revised: 01-17-01

**North Sound Regional Support Network
Quality Management Oversight Committee
NSRSN Conference Room
November 21, 2001
12:30 – 2:30**

AGENDA

			Time	Page #
1.	Open the meeting & comments from the Chair		5 minutes	
2.	Approval of October 2001 Minutes <small>Action Item</small>	Chair Byrne	5 minutes	4
3.	Reports			
A.	Standards of Care Manual Revision <small>Action Item</small>	Ms. Vaughan	45 minutes	6
B.	2002-2003 Quality Management Plan <small>Informational Item</small>	Mr. McDonough	15 minutes	7
C.	HIPAA Presentation <small>Informational Item</small>	Mr. Long	15 minutes	8
D.	Ombuds 3rd Quarter Report <small>Informational Item</small>	Ms. DeCino	15 minutes	9
4.	Other Business			
	Meeting Evaluation Results/Discussion	Chair Byrne	5 minutes	
5.	Adjourn			

**North Sound Regional Support Network
Quality Management Oversight Committee
NSRSN Conference Room
October 24, 2001
12:30 – 2:30**

MINUTES

Members Present:

Chair Byrne
JoAnn Angevine
Pamala Benjamin
Lorelei Coy
Claudia D'Allegri
Melissa DeCino
Marcia Gunning
Dolores Holtcamp
Karen Kipling
Rosemary Lea
Terry McDonough
Linda Vaughan
Michael S. White

Staff Present:

Annette Calder
Greg Long
Gary Williams

Members Not Present:

Dan Bilson
Sharri Dempsey
Joan Lubbe

Guests:

Vernoica Garaycoa
Marie Jubie
Jere LaFollette
Bob LeBeau
Rodney Lund
Julia Ortiz
Paul Vanderveen
James Vest

1. Open the meeting & comments from the Chair

Chair Byrne opened the meeting at 12:30 and introductions were made. Chair Byrne amended the agenda as follows: the Standards Of Care manual (formerly Level of Care manual) revisions will be presented. Chair Byrne asked Greg Long to address the committee regarding the management restructure at the NSRSN. Greg explained that Francene Thompson's position has been eliminated and a new position of Lead Quality Manager will be added and advertising for this position will take place soon.

2. Approval of September 2001 Minutes

The minutes of September 19 were reviewed and approved as written.

3. Reports

A. Sea Mar Quality Management Plan

Ms. D'Allegri and Ms. Ortiz addressed the committee regarding the Sea Mar Quality Improvement Plan. She stated that the Sea Mar Quality Improvement Plan has been presented to this committee before and today she would be giving a brief overview and informing the committee of aspects of the plan they had been working on. A question and answer period followed. Ms. D'Allegri and Ms. Ortiz were thanked for their report.

B. Standards of Care Manual Revision Process

Greg Long addressed the committee regarding the revision process of the Standards of Care Manual and provided some background on what has taken place since this committee last reviewed the manual. Greg stated the revised manual will be distributed to this committee prior to the next meeting, discussion followed. Linda Vaughan stated that upon reviewing the Standards of Care prior to the next meeting, that both she and Greg could be contacted with any questions, concerns or comments.

C. APN Strategic Plan

Mr. LaFollette addressed the committee and made a presentation on the Associated Provider Network's Strategic Plan for 2002-2003. Included in the presentation was an evaluation of APN's 1999-2001 Strategic Plan. Committee discussion followed and Mr. LaFollette was thanked for his presentation.

D. APN Workload Quarterly Report

Ms. Lea and Mr. Vanderveen made a presentation to the committee updating the Caseload Study presentation that was originally presented to this committee in March of this year. A question and answer period followed. Mr. Vanderveen and Ms. Lea will present and update after the first of the year and they were thanked for their presentation.

E. Hospital Utilization Report

Mr. Williams distributed handouts and presented to the committee the statistics on voluntary admissions, involuntary admissions, and the average length of stay for children and adults in the North Sound Region as well as throughout the State. Mr. Williams was thanked for his report.

4. Meeting Evaluation Results/Discussion

Chair Byrne informed the committee that usually he would review the results of the meeting evaluation, but due to a lack of evaluations being turned in after the last meeting he would like to have the committee complete the evaluation again this month. He asked them to complete the meeting evaluation and turn it into the secretary prior to leaving. Results will be reported at the November 21, 2001 meeting.

5. Adjourn

The meeting was adjourned at 2:30 p.m.

Respectfully submitted,

Annette Calder

Please note: Attachments referenced herein were distributed at the meeting and are attached to the file copy and are part of the official record. Please contact the NSRSN at (800) 684-3555 extension 230 if you have any questions, concerns or requests.

NSRSN COMMITTEE DISCUSSION FORM

AGENDA ITEM: Standards of Care and Clinical Eligibility Manual (SOC)

PRESENTER: Linda Vaughan

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

SIGNIFICANT POINTS OR EXECUTIVE SUMMARY:

- This document was initially presented to QMOC in July 2001. It was reviewed and approved by QMOC in August 2001. Since that approval, there has been and “RSN Special Review Process” that has modified, and hopefully improved this document. We are asking QMOC to review these changes, which are red-lined in the attached document.
- Linda Vaughan will present some of the more significant changes under consideration.
- **Changes suggested since the Special Review Process.**
- Children’s Quality Managers will initiate discussion regarding the possibility of utilizing mental health child specialists who have some degree of expertise/experience with infants and toddlers for the assessment of children under age three.
- Consumer advocate has requested that Peer to Peer outreach be added to the list of service modalities.

CONCLUSIONS/RECOMMENDATIONS:

- At the conclusion of today’s discussion, we will have a final version of this document. We are seeking QMOC approval of the final version of the Standards of Care for inclusion into our full provider contracts.

TIMELINES:

- The contract, including the Standards of Care and Clinical Eligibility, will be presented to the Board of Directors in December 2001.

ATTACHMENTS:

- Standards of Care and Eligibility Criteria

NSRSN COMMITTEE DISCUSSION FORM

AGENDA ITEM: NSRSN 2002-2003 Quality Management Plan

PRESENTER: Terry McDonough

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

SIGNIFICANT POINTS OR EXECUTIVE SUMMARY:

- The NSRSN 2002-2003 Quality Management Plan will be distributed as an Informational Item at the November 21, 2001 QMOC meeting. It will be presented as an Action Item at the December 19, 2001 QMOC meeting.

CONCLUSIONS/RECOMMENDATIONS:

- Will be discussed at the December 19, 2001 QMOC meeting.

TIMELINES:

- QM Plan 2002-2003 will be distributed at the November 21, 2001 QMOC meeting
- QM Plan 2002-2003 will be presented as an Action Item at the December 19, 2001 QMOC meeting.

ATTACHMENTS:

- NSRSN QM 2002-2003 Plan copies will be distributed at the November 21, 2001 QMOC meeting.

NSRSN COMMITTEE DISCUSSION FORM

AGENDA ITEM: HIPAA

PRESENTER: Greg Long

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

SIGNIFICANT POINTS OR EXECUTIVE SUMMARY:

HIPAA (Health Insurance Portability and Accountability Act of 1996) is new federal law and rules, which will significantly affect the handling of patient healthcare information. This is a presentation to give an overview of the new law and rules that will affect all parts of the mental health system, RSNs, providers, consumers, and advocates.

CONCLUSIONS/RECOMMENDATIONS:

QMOC members need to be aware of this new law. The NSRSN is proposing the following steps:

- Michael White will be appointed Security Officer;
- Greg Long will be appointed Privacy Officer;
- NSRSN will seek a planning/preparation group with other RSNs;
- NSRSN will initiate a planning group amongst providers; and
- NSRSN will initiate an internal planning process and develop an implementation timeline.

TIMELINES:

- Oct. 16, 2002 Electronic Data Standards need to be in place.
- April 1, 2003 Most HIPAA privacy and security policies need to be in place and staff trained.

ATTACHMENTS:

HIPAA Presentation

NSRSN COMMITTEE DISCUSSION FORM

AGENDA ITEM: 2001 3rd Quarter Report

PRESENTER: Melissa DeCino

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

SIGNIFICANT POINTS OR EXECUTIVE SUMMARY:

- Most clients are still coming to Ombuds for help on their own
- Most complaints are with Quality/Appropriateness
- High number of complaints in Access

CONCLUSIONS/RECOMMENDATIONS:

- Ombuds are resolving most complaints through conciliation/mediation
- Outreach has been successful due to the fact that Ombuds has a lot of information referrals

TIMELINES:

- Quarterly

ATTACHMENTS:

- 2001 3rd Quarter Report will be distributed at the meeting