



**NORTH SOUND REGIONAL SUPPORT NETWORK**

**QUALITY MANAGEMENT OVERSIGHT COMMITTEE**

**COMMITTEE MEETING PACKET**

**JANUARY 16, 2002**

## 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  
January 16, 2002  
12:30 – 2:30**

**AGENDA**

			Time	Page #
1.	<b>Open the meeting &amp; comments from the Chair</b>		5 minutes	
2.	<b>Approval of December 2001 Minutes</b> <small>Action Item</small>	Chair Byrne	5 minutes	4
3.	<b>Reports</b>			
A.	<b>APN Workload Update</b> <small>Informational Item</small>	Mr. Vanderveen & Ms. Lea	20 minutes	7
B.	<b>3<sup>rd</sup> Quarter 2001 Integrated Report</b> <small>Action Item</small>	Mr. McDonough	30 minutes	8
C.	<b>Basic Concepts of Quality</b> <small>Informational Item</small>	Ms. Lea	45 minutes	9
4.	<b>Other Business</b>			
	<b>Meeting Evaluation Results/Discussion</b>	Chair Byrne	5 minutes	
5.	<b>Adjourn</b>			

**North Sound Regional Support Network  
Quality Management Oversight Committee  
NSRSN Conference Room  
December 19, 2001  
12:30 – 2:30**

**MINUTES**

**Members Present:**

Andy Byrne, Chair	Karen Kipling
JoAnn Angevine	Rosemary Lea
Beckie Bacon	Joan Lubbe
Dan Bilson	Terry McDonough
Melissa DeCino	Linda Vaughan
Sharri Dempsey	Michael White
Marcia Gunning	

**Staff Present:**

Annette Calder  
Greg Long  
Gary Williams

**Members Not Present:**

Pamala Benjamin  
Claudia D'Allegri  
Lorelei Coy  
Dave Gossett

**Guests Present:**

Marie Jubie

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

Chair Byrne opened the meeting at 12:30 and welcomed everyone. He informed the committee that there would be an addition to the agenda, a definition of “best available scientific knowledge” and will be added directly after approval of the minutes.

**2. Approval of November 2001 Minutes**

Chair Byrne asked if there were any changes or additions to the minutes of November 21<sup>st</sup>, 2001, there were none. Motion to approve the minutes as written, seconded, **motion carried.**

**A. Definition of “Best Available Scientific Knowledge”**

Linda Vaughan stated that the subcommittee met and defined ‘best scientific knowledge’ as follows: “Best available scientific knowledge is a phrase that describes a process of review and decision-making in determining mental health treatment intensity, frequency and interventions that is based on current theory and application as documented in the literature from credible/reputable scientific sources, including, but not limited to: academic institutions, national research institutions, national research facilities, clinics and other mental health organizations. It is understood that services are designed and implemented with cultural individualized consideration.” Brief discussion followed.

**3. Reports**

**A. 2002-2003 Quality Management Plan**

Mr. McDonough distributed copies of the NSRSN Quality Management Plan 2002-2003 and made a very comprehensive presentation on the plan. Gary Williams recommended clarifying CQIP requirement and inclusion in the QM Plan. Chair

Byrne recommended that Gary work with Marcia and Terry to determine the places to add the CQIP statement in the QM Plan. Brief discussion followed. It was decided to add the definition to the glossary. See Attachment A for additional information. Marcia made a motion that QMOC recommends approval of the NSRSN Quality Management Plan 2002-2003 to the Board of Directors with the following changes;

- ◆ Page 1-3, under Scope of the Quality Management Plan, second and third sentences to read, “To assist in this process, the NSRSN has been certified as a Continuous Quality Improvement Program (CQIP), in accordance with State of Washington Department of Health. CQIP is an integral part of the ongoing, biennial quarter evaluations of the NSRSN Quality Management Program, which are reported to the NSRSN Quality Management Oversight Committee.”
- ◆ Page 2-1, under Credentialing Standards for Practitioners, 5<sup>th</sup> bullet to read: “Specialty focus [e.g., child specialist, minority, cultural, American Indian Specialist per 7.01 Plan] (primary source verification)”
- ◆ Page 2-3, add bullet to read: “Treatment records reflect that culturally appropriate services are provided.”
- ◆ Page 3-21, Focus Area 2.2, Objective 2.21 add “CQIP” in the Source/Reference/Masurement Tool column
- ◆ Page 4-1, NSRSN Organizational Chart, under Consumer Affairs Manager, add Tribal Liaison
- ◆ Page 4-8, add definitions of CQIP and HIPAA to the glossary
- ◆ Page 4-9, in definition of RSN change WAC to 388-865 and in definition of Washington Administrative Code change reference to 388-865
- ◆ Page 4-10, list of Acronyms, add CQIP and HIPAA
- ◆ Page numbers need to be added to Exhibit 2,

Motion seconded, all in favor, **motion carried.**

Rosemary announced that Pamala Benjamin is no longer able to participate on this committee due to other commitments and that other APN providers wanted to take some role in QMOC. APN is proposing each APN QM representative do a 6-month term on this committee and then rotate to a new member. This committee agreed to try this and appreciate the providers desire to participate on this committee.

#### **B. Tribal Report**

Ms. Dempsey distributed handouts and made a presentation to the committee on Tribal Collaboration in the North Sound Region. Ms. Dempsey was thanked for her report. See Attachment B for further information.

#### **4. Other Business**

Discussion regarding membership, Chair Byrne will discuss this with the RSN staff and Executive Director, then report back to this committee.

**Meeting Evaluation**

Chair Byrne asked that everyone complete the meeting evaluation form and turn it in to Annette prior to leaving.

**5. Adjourn**

The meeting was adjourned at 2:20 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 if you have any questions, concerns or requests.

## **NSRSN COMMITTEE DISCUSSION FORM**

**AGENDA ITEM: CASELOAD SIZE**

**PRESENTER: PAUL VANDERVEEN and ROSEMARY LEA**

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

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

An update on Caseload size will be presented for information.

### **ATTACHMENTS:**

To be presented at the QMOC meeting.

## **NSRSN COMMITTEE DISCUSSION FORM**

**AGENDA ITEM:** Third Quarter 2001 QM Plan Activity Report

**PRESENTER:** Terry McDonough

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

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

- The Activity Report addresses tasks detailed in the NSRSN QM Plan 2001 scheduled for completion by various NSRSN Departments during the 3<sup>rd</sup> quarter 2001
- The Report will address Areas of Strengths, such as;
  - Children's Hospitalization Alternative Programs (CHAP)
  - Cross-System collaboration issues involving the NSRSN
  - The NSRSN Inpatient Utilization Management report, and
  - Administrative audits of NSRSN contracted providers
- The Report will also identify Areas of Concern, such as;
  - 3<sup>rd</sup> quarter report from the NSRSN Ombuds Dept
  - 3<sup>rd</sup> quarter report from the NSRSN Quality Review Team
  - Issues identified in the NSRSN Complaints, Grievances and Fair Hearing report (Exhibit N)

### **CONCLUSIONS/RECOMMENDATIONS:**

- To be presented, discussed during the January QMOC meeting

### **TIMELINES:**

N/A

### **ATTACHMENTS:**

N/A



## **NSRSN COMMITTEE DISCUSSION FORM**

**AGENDA ITEM:** Quality 101 — the Coles' Notes Version

**PRESENTER:** Rosemary Lea

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

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

- ✓ Quality — Definitions
- ✓ Quality — Principles
- ✓ Collaboration
- ✓ Quality Improvement = Process Improvement

### **CONCLUSIONS/RECOMMENDATIONS:**

This topic is submitted for information and discussion.

### **TIMELINES:**

N/A

### **ATTACHMENTS:**

N/A