



**Quality Management Committee Meeting  
January 20, Noon to 2pm**

**Attendance**

**Present:** Jose Luis Garcia (Jackson County), Cheryl Brown (Mid-Rogue), Allen Ames (Advocate), Mark Fisher (Advocate), Tamara Johnson (Options), Marilane Jorgenson (Options), Skip Alexander (Chairperson), Hal Sexton (Options/JBH)

**Present via electronic communication:** Scott Munson (Klamath County)

**JBH Staff Present:** Marla Gee (Special Needs Coordinator), Raetta Daws, (Quality Management Coordinator), Bob Furlow ( Chief Operations Officer), Heather Hartman (Member Services Specialist)

**Absent:** Harold Bailey, David Geels (Coos County), Joe Adair (Curry County)

<b>Topic</b>	<b>Discussion/Action</b>	<b>Purpose of Presentation</b>	<b>Outcome or Follow-up Needs</b>	<b>Responsible Person Task Time Frame</b>
Call to Order Review and approval of minutes	Meeting was called to order by Skip Alexander. Motion made to approve the minutes. Motion seconded and carried. Minutes approved.	Order of Meeting		
Consumer/Advocate Updates	Skip reported that he has been the Chairperson for QMC for several years and would be willing to allow another volunteer to take over. It was agreed by the group that he is doing a fine job and should continue in the role.  Mark reminded the group of the Warm Line resource in which peer to peer counseling is provided free throughout the state.	Informative		

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	<p>Mark reported that the Union has scheduled a Co-Occurring trainer to provide training to interested individuals on how to facilitate a Co-Occurring Disorder Support Group. Mark asked for feedback about opening up the training to other drop-in centers across the region.</p> <p>Mark advocated for a regional center for medically fragile mentally ill consumers. He expressed concern over the numbers of aging and/or chronically ill persons in residential care who lose their placements when they are hospitalized for medical problems.</p> <p>Mark reported that he's been interfacing with different county advocates and is in the process of mentoring an advocate for a PSRB home in Jackson County.</p> <p>Mark noted that the Union Drop-In Center is expanding its client base by having many community events that have been well attended.</p> <p>Allen reported that the NAMI group from Jackson and Josephine Counties just finished a Family to Family training class. Another training series will begin in March.</p>			

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County Updates	Coos County is scheduled for an AMH Audit the first week in February, and Curry County is scheduled for review in July.	Informative		
JBH Updates	<p>Bob Furlow was introduced as the new Chief Operations Officer at JBH.</p> <p>Bob reported that he is scheduled to meet with the director of the Warm Line program to explore ways that JBH could support the service and possibly provide volunteers from the JBH region to work the line.</p> <p>Raetta provided an update on the positive outcome of the AMH and EQR Reviews. Bob explained JBH's "delegation" of responsibilities and discussed JBH's responsibility for County and Program oversight.</p> <p>Raetta told the group that Douglas County is officially a member of the GOBHI MHO as of January 1, 2009. Bob discussed the resulting MMIS system problems that arose as members were transferred from JBH to GOBHI.</p>	Informative		

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	<p>All OHP members from JBH become “disenrolled” in the MMIS system. Significant problems arose last week when pharmacies, counties, programs and others were unable to confirm the Members enrollment status.</p>			
Policy Updates	<p>Copies of the Fraud &amp; Abuse Policy and Grievance Policy that will be presented for approval to the JBH Board of Directors on 1/26/09 were reviewed. A copy of the current JBH Notice of Action form letter was also distributed and discussed.</p>	Informative	Forward Policies to the JBH Board of Directors for approval	Raetta, 1/26/09
Access Measures and Other Quarterly Reports	<p>Raetta distributed the Quarterly QA/PI Report form. The group reviewed the form and related definitions. Due dates for the information is listed on the form. QA Coordinators are responsible to return the forms to the JBH Quality Management Coordinator on a quarterly basis.</p>	New Quarterly Assignment	Quarterly reports due to JBH	County/Program QA Coordinators. 1 <sup>st</sup> report due to JBH prior to 4/30/09.
2009 QMC Work Plan	<p>Raetta distributed a draft Work Plan for 2009. The group reviewed and approved the draft by a vote of total consensus.</p> <p>Additional handouts were provided and briefly discussed on key areas of the Work Plan. Copies of US Census Material and the reports “The American Community-Hispanics: 2004” and “Language Use and English Speaking Ability” were supplied. Access definitions, the JBH Grievance</p>	Discuss & Edit; Consensus or Vote	Submit to AMH	Raetta, 1/30/09

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	Policy, the Notice of Referral/Release of Information form for the collaborative Performance Improvement Project, and nicotine dependence screening tools were handed out.			
JBH Report on the Spanish Language Survey	Heather reported that the Spanish Language Survey has been translated into Spanish. She reported working with the Jackson County Hispanic Interagency Council to obtain volunteers to complete the survey. A high school teacher was especially interested in having students participate in the survey. Heather shared that she also plans to contact the local college Hispanic student organizations and Spanish Speaking members to recruit additional volunteers. Spanish speaking persons are likely to begin the survey process in February.	Informative	Recruitment of Spanish speaking volunteers  Ensure that reception staff and others know how to interact with Spanish language OHP Members.	Heather/Raetta, January & February  County/Program QA Coordinators, Mid-February
JBH Report on the Consumer Survey	Heather passed out the Consumer (Mental Health Statistics Improvement Project) Survey Results for July, 2007 through July, 2008. She pointed out that in the Fall Quarter of 2008, <u>Klamath County completed and returned an amazing 93% of their surveys.</u> ( <i>Kudos to Scott Munson and the Klamath Co. team!</i> ) Heather asked the group to take the report home, review it, and be prepared to discuss ways to apply the information at the March QMC meeting.	Informative	Information needs to be used to improve service delivery.	Heather, March QMC meeting.

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JBH Report on Special Health Care Needs	Marla reported that PH-Tech has designed a new report that identifies OHP Members coded by the state as having special needs. Marla is working to cross-reference encounter data to narrow down the list to OHP Members with special needs in the mental health system. Once these individuals are identified on a per county basis, the list will be shared with QA Coordinators to ensure that the individual's treatment plan reflects their need for additional system connections.	Informative	Special Needs OHP Members will be identified on a per county basis.  OHP Members with Special Needs will have treatment plans reflective of their need for additional systems connections.	Marla, Feb. QA Coordinators Meeting  QA Coordinators, after list of Special Needs Consumers is received.

**Next Quality Coordinator Work Group: Tuesday, February 17, 2009 from 12:00-2:00PM**  
**Next QMC Meeting: Monday, March 16, 2009 from 12:00PM-2:00PM**  
**(11:00AM Pre-meeting gathering for consumers and advocates)**