

CSoC Quality Assurance Committee (QAC) Meeting Minutes

<p><u>Date of Meeting</u> April 10, 2014</p> <p><u>Meeting Time</u> 2:00 – 3:30 p.m.</p>	<p style="text-align: center;"><u>PARTICIPANTS</u></p> <p>Members</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Michael Comeaux (DOE), Chair <input type="checkbox"/> Karen Faulk (Agency) <input checked="" type="checkbox"/> Janice Fruge (DOE) <input checked="" type="checkbox"/> Cindy Guitrau (DCFS) <input type="checkbox"/> Kim Nesmith (DOE) <input checked="" type="checkbox"/> Kristin Savicki (OBH) <input checked="" type="checkbox"/> Patty Thomas (OJJ) <input type="checkbox"/> Brent Villemarette (DCFS) <input type="checkbox"/> Garry Williams (OJJ) <input type="checkbox"/> _____ <input type="checkbox"/> _____ <p>Guests</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Connie Goodson (OBH) <input checked="" type="checkbox"/> Sheila A. Jordan (OBH) <input type="checkbox"/> Alicia Blades (Magellan) <input checked="" type="checkbox"/> Donna Harren (Magellan) <input type="checkbox"/> Brandy Johnson (Magellan) <input type="checkbox"/> Foley Nash (Magellan) <input checked="" type="checkbox"/> Joseph Shayka (Magellan)
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Agenda Item/Topic	Discussion	Action	Responsible Party	Target Date
I. Call to Order	Michael Comeaux called the meeting to order at 2:09 pm	None	None	None
II. Roll Call	Members announced themselves.	None	None	None
III. Approval of Minutes	The members reviewed the minutes from the March 20, 2014 meeting. The minutes were approved as submitted.	None	None	None
IV. Review of 17 Quality Measures Data Reports	Michael opened review of the QMs by sharing that he had attempted to refine the report tracker, adding current reports. Sheila will prepare a thorough update before the next meeting.	Update tracker with Q4 data	Sheila	May meeting
1. Appointment Access & WAA Fidelity	In response to questions about the changes the large number of RCM referrals in Region 1, Donna advised that Magellan is coordinating with WAA (need to increase staffing) before assigning additional slots to the region.	None	None	None
2. Emergency Department Utilization	It was requested that this report be adjusted to reflect quarterly (as opposed to monthly) data. Donna noted that this period includes holidays.	Finalize report format	Donna	?

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3. Utilization of Community Resources	<p>It was requested that this report be formatted to include 1915b and 1915c combined, rather than separate. The current report was split out – which is new. Michael, Connie and Donna will meet soon to discuss how to finalize this report.</p>	<p>Meet to discuss report format finalization</p> <p>Update format, based upon results of discussion</p>	<p>Michael, Connie, Donna</p> <p>Donna</p>	<p>?</p> <p>Next quarter</p>
4. Utilization of WA Facilitated Services: Failure to Enroll, FOC and LOS	<p>There as a 175 decrease in referrals this period. Most data is pretty consistent the last couple of quarters. Donna shared that ‘average length of stay’ of those discharged is probably the most accurate measure, and she recommended only using that data for ALOS purposes.</p> <p>It was noted/discussed that 52% of declines are not “declines,” but rather ‘unable to contacts’. It was agreed that there is shared responsibility (Magellan, WAAs) to address barriers in this area. There may be a need for some coaching of WAAs in this area, as these families may have opted to have CSOC services when they were reached.</p>	<p>Determine follow-up steps to address “declines”</p>	<p>Donna/Connie ?</p>	<p>?</p>
5. Utilization of Peer Services	<p>This report will be resubmitted, as some of the formulas were inadvertently “flipped”. Donna, Michael and Connie will meet to discuss comparison of this measure against the metrics.</p>	<p>Meet to discuss report format finalization</p>	<p>Michael, Connie, Donna</p>	<p>?</p>
6. Number of Peer Specialists Providing Service	<p>Sheila noted that the numbers of parent and youth peers is inaccurate in this report, based upon information from the weekly report of the FSO. Donna will follow-up to provide accurate data.</p>	<p>Review report and provide accurate data</p>	<p>Donna</p>	<p>May meeting</p>
7. Number of WA Plans Developed, per youth served	<p>According to the metric, this report should focus on 180 days (currently, it also reports 90 day). There has been quarter-to-quarter improvement. There were questions about methodology (do members need to be enrolled for over 90 days, etc.). Donna will get clarity on methodology and provide in a future meeting.</p>	<p>Clarify methodology</p>	<p>Donna</p>	<p>May meeting</p>
8. Youth Screened, Identified as “at risk” and Referred to WA	<p>Of those screened, 94% were deemed eligible, which is rather high “accuracy”. On February 20, 2014, Magellan was advised that Functional Family Therapy (FFT) may now “co-exist” with CSOC.</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>
9. Crisis Plan Developed & Implemented as part of individualized plan	<p>It is noted that there was 100% compliance (every enrollee has developed and implemented crisis plan).</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>

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<p>10. Percentage of Youth Re-Admitted to Inpatient Facilities</p>	<p>Report #10 was requested for resubmission due to lack of readability (last quarter). The current report is improved. In response to question about whether PRTF was included in “inpatient facilities,” Donna confirmed (via the metrics) that PRTF is explicitly excluded.</p> <p>There were seeming differences in the metric grids being used by Donna and state agency staff. Donna will provide the document to Michael and Connie, for sharing with the Committee.</p>	<p>Provide appropriate metric grid</p>	<p>Donna, Michael, Connie</p>	<p>May meeting</p>
<p>11. Utilization of Claims Paid Services</p>	<p>It was requested that this report be formatted to include 1915b and 1915c combined, rather than separate. The current report was split out – which is new. Michael, Connie and Donna will meet soon to discuss how to finalize this report.</p>	<p>Meet to discuss report format finalization</p> <p>Update format, based upon results of discussion</p>	<p>Michael, Connie, Donna</p> <p>Donna</p>	<p>?</p> <p>Next quarter</p>
<p>12. Behavioral Health Costs, per person served, per month</p>	<p>There were no concerns or discussion points regarding this report.</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>
<p>13. School Attendance</p>	<p>There was a lack of clarity around “counts” and “members” for this report. It was noted that this part of the work is being clarified by the DOE workgroup. One question was whether days missed for illness and suspension are all grouped together. Another question focused on how the 4 “reporting periods” are defined. It is expected that this report and the data herein will be refined as the workgroup determines the best way to report this data. Connie reiterated the importance of wraparound facilitators collaborating with schools to get the most reliable data.</p>	<p>Continue to clarify report</p>	<p>DOE Workgroup</p>	<p>?</p>

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<p>14. Conducts: Suspensions & Expulsions</p>	<p>There was a lack of clarity around “counts” and “members” for this report. It was noted that this part of the work is being clarified by the DOE workgroup. One question was whether days missed for illness and suspension are all grouped together. Another question focused on how the 4 “reporting periods” are defined. It is expected that this report and the data herein will be refined as the workgroup determines the best way to report this data. Connie reiterated the importance of wraparound facilitators collaborating with schools to get the most reliable data.</p> <p>It was noted that the DOE workgroup met and is working on a potential “parent release” which might make some of the data easier to get from DOE</p>	<p>Continue to clarify report</p>	<p>DOE Workgroup</p>	<p>?</p>
<p>15. School Performance</p>	<p>There was discussion about whether grades are an accurate measure. It was noted that this question is being discussed with the DOE workgroup. Janice noted that for DOE purposes, all children with an IEPs are considered ‘special education,’ and the contradiction that our metric explicitly excludes special ed. and alternative schools. This is a topic to be discussed among the DOE workgroup.</p>	<p>Continue to clarify report</p>	<p>DOE Workgroup</p>	<p>?</p>
<p>16. Decreased Number of Youth Placed in Restrictive Settings</p>	<p>It was clarified that PRTF is included in “out of home” placements.</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>
<p>17. Utilization of Natural Supports</p>	<p>It was suggested that the language in the “action plan” reflect that there is no longer “investigation” of the definition of natural and informal supports, but rather agreement that these would EXCLUDE family members residing in the home.</p>	<p>Agenda for next meeting</p>	<p>Michael Comeaux</p>	<p>March meeting</p>
<p>V. Public Comment</p>	<p>None</p>	<p>None</p>	<p>None</p>	<p>None</p>

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<p>VI. Adjournment</p>	<p>Michael requested that members review the bylaws prior to the next meeting so that we are doing the appropriate due diligence to meet the committee objectives/purpose. He advised that these will be discussed at the next meeting.</p> <p>Meeting was adjourned by Michael Comeaux at 3:31 pm</p>	<p>Review bylaws, be prepared to discuss</p>	<p>All members</p>	<p>May meeting</p>
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Michael Comeaux, Chair, CSoC QAC

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