

## QI WORKGROUP MEETING

**June 3, 2010 – 9:00 am**  
Mid-South Conference Room  
2875 Northwind Drive, Suite 215  
East Lansing, Michigan

### MINUTES

#### **Present:**

Ericanne Spence, Birch Tree & HOC  
Kelly Thomas, Victory Clinic Lansing  
Carol Waters, ASCC  
Kathy Davis, C&FS  
Jack Jesse, ESAP  
Barb O'Connor, ASAS

Deb Thalison, ICSAI/ICHHD  
Patricia Wheeler, NCA  
Connie Gallagher, AARC  
Mary Inada, CATS  
Carol Patterson, Cristo Rey

#### **Present via Conference Call (limited to 2 Providers):**

Gary McCullough, MVA/Lenawee  
Roy Vargas, MVA/Hillsdale

Laurie Lehmann, Clearview

#### **Staff Present:**

Gary VanNorman, Executive Director

Jeanne Diver, Treatment/CCC Manager

#### **I. Follow Up to Provider Retreat**

1. Mid-South will work with providers and review case records relative to the data that was reviewed at the May 6, 2010 provider retreat.
2. Review of case records in Ingham and Jackson Counties will be done, as close in proximity. Review of data will be done collectively.
3. Representatives from Cristo Rey (OP), ASAS (OP), and AARC (Residential) and NCA (OP) volunteered. Others may request that Mid-South visit your agency if close in proximity.
4. Reviewed data with emphasis on the following:
  - a. Continuing in Treatment/Transfer
  - b. Recidivists
  - c. Four (4) or Less Encounters
5. Mid-South's Database Coordinator will run comparative data to see who falls in all 3 categories.

#### **II. Data Reports**

1. Admissions with 4 or Less Encounters
  - a. Members identified the following reasons clients may have 4 or less encounters:
    - 1) Jail
    - 2) No shows
    - 3) Call clients

- a) No phone
- b) Wrong phone number
- 4) Relocate
- 5) Not meeting client's perception of needs
  - a) Could want medication
  - b) Individual versus group
  - c) Room service
- 6) Not ready stages (precontemplative)
- 7) Secondary gain
  - a) Break from jail
  - b) External motivator
- 8) Transfer to other service
- 9) Environmental
  - a) Family
  - b) Work
  - c) CPS refers and then closes the case so the client does not stay
- 10) Medical health issues
- 11) Transportation/Childcare
  - a) No shows
- 12) Over confidence of client
  - a) Decides no longer needs treatment; good to leave
- 2. Recidivism Episodes (3 Episodes / 45 Days)
  - a. This report goes back 18 months and identified 77 clients. The number of clients may change, as clients from the CATS program were counted, which should not have been. Mid-South's Database Coordinator will run the report again to see if the client count changes.
  - b. Zero (0) days may indicate an assessment update.
  - c. Members identified the following reasons for recidivism:
    - 1) Jail courts
      - a) Members asked for the following relative to the report:
        - i. Percent involved in court
        - ii. Treatment in lieu of jail
        - iii. Probation
  - d. Members asked for more information as follows:
    - 1) Gender
    - 2) Age
    - 3) Primary and secondary drug at each admission
    - 4) Length of stay
      - a) Sort by at least one episode exceeding 90 days
      - b) Sort highest number of episode of days; then lower amounts will be at the bottom
    - 5) Level of care
- 3. Continuing in Treatment-Transfer (with No Next LOC)-Ex CATS
  - a. Members identified the following reasons clients do not continue and transfer to the next level of care:
    - 1) Client view completed
    - 2) Anxiety going to another program
    - 3) Outpatient copay versus residential copay
    - 4) Overwhelming per the following:

- a) Transportation/childcare issues
  - b) Employment
  - c) Jail
  - d) Waiting List
    - i. Detox to residential
    - ii. Residential to outpatient
- b. Members asked for more information as follows:
  - 1) Gender
  - 2) Age
  - 3) Primary and secondary drug at each admission
  - 4) Length of stay
- c. The topic of waiting lists was discussed.
  - 1) Gary reflected Mid-South does not have money to fix the wait list problem; it is a capacity problem.
  - 2) Mid-South can look into each provider and planning the next level of care.
  - 3) Some barriers to getting into residential are medical or psychiatric issues. Long-term residential wait list may be due to medical or psychiatric issues.
  - 4) Gary asked if Mid-South needs more programming.
  - 5) Problem areas were identified as follows:
    - a) Capacity focus – more places for men to go elsewhere than for women
    - b) Block Grant female going from detox to residential may not always find a residential opening. Not enough long-term residential providers available to Block Grant females.
    - c) Funding issue
    - d) Adolescents 17 years of age and younger
- 4. Client Retention (1<sup>st</sup> Tx to 3<sup>rd</sup> Tx to Discharge)
  - a. Members identified the following reasons for lack of client retention:
    - 1) Medicaid versus non-Medicaid
      - a) Lack of consistency
    - 2) Are we only meeting timeliness standards?
    - 3) May involve no shows
  - b. Mid-South staff to review a couple files on this report, as well.
  - c. Review how data is entered, as may be due to incorrect data entry.

### III. **Next Meeting Date**

- 1. Thursday, July 22 at 9 am at Mid-South

### IV. **Next Meeting Agenda Items (Tentative)**

- 1. Board Retreat
- 2. CareNet ASAM Dimensions Monitoring Report
- 3. Changes to Employment Status and Living Arrangements
- 4. Performance Measurements
- 5. Post Retreat Discussion
  - a. Action Plans
  - b. Contracting for FY10/11
  - c. Services to Diversity of Needs
  - d. Training Needs
    - 1) Data Entry Consistency