

## QI WORKGROUP MEETING

February 4, 2010 – 9:00 am  
Mid-South Conference Room  
2875 Northwind Drive, Suite 215  
East Lansing, Michigan

### MINUTES

**Present:**

Judi Cates, CEI/CMH  
Ericanne Spence, House of Commons and Birchtree  
Molly Teel, Victory Clinic Lansing  
Carol Patterson, Cristo Rey Counseling Center  
Pat Wheeler, NCA  
Lindsey Cramer, Insight  
Carol Waters, Addiction Solutions

**Present via Teleconference Call:**

Kathy Davis, Child & Family Services  
Chris McDaniel, Clinton County Counseling Center  
Lori Lehmann, Clearview  
Deb Thalison, Ionia County Substance Abuse Coalition/Ionia County Health Department  
Will Volesky, Kairos  
Melanie Jackson, CATS

**Staff Present:**

Gary VanNorman, Executive Director  
Jeanne Diver, Treatment/CCC Manager  
Lisa Larson, CCC Utilization Coordinator  
Luann LeVeck, CCC Secretary

**I. Auto Authorizations Feedback**

Providers were asked if they noticed any reduction in the number of initial authorizations going to the CCC. Providers reported no significant numbers and are interested in receiving a report that informs them of the number of authorizations that are automatically authorized. Such report will be sent to the providers.

**II. Provider Data Generation**

Gary explained he is working with Paul, Mid-South's Database Coordinator, and one provider, NCA, to allow direct access to specific CareNet reports. Once Mid-South is

Assured the eight (8) reports NCA has requested are working, Paul will work with other providers that want this capability. He will also visit the provider site to assist in setting up computers with passwords so providers may be able to call up reports directly.

Providers who would like reports should let Gary know. It is important providers inform Mid-South when staff leaves.

### **III. ROSC Focus – Additive, Selective, Transformational**

The Michigan Department of Community Health, Bureau of Substance Abuse and Addiction Services (MDCH/BSAAS), is sponsoring a Recovery Oriented System of Care Transformation Steering Committee (ROSCTSC). The Coordinating Agencies that were invited to attend the steering committee are: Network 180, Kalamazoo, River Haven, Washtenaw County, and possibly Detroit. Mid-South may be invited to attend, as well. The committee will develop consensus around recovery within a recovery oriented system of care, accept recommendations for changes within the system, and provide an implementation plan.

Gary explained Mid-South involvement with ROSC is additive and then selective. He foresees a transformation next year with peer support, an advisory council to advise the program development committee, and an impact on programming.

Gary informed providers he attended a Drug Court Conference whereby he learned change has to occur in the way things are done – has to do with DSM-V. Gary added there is to be flexibility with less structure with assessments and recovery planning. There is to be a change in how care is delivered, which dove-tails with a recovery oriented system of care. There will be social, psychological, and physical impacts. Gary will put the slides from the conference on Mid-South's website when they are available.

### **IV. Provider Input for Strategic Plan**

Mid-South is working on its strategic plan relative to the ROSC and asked the Providers to think of the impact of activities such as increasing client engagement, reducing the number of clients leaving against staff advice, reducing the number of client no-shows, increasing the use of case management, and developing peer recovery supports, among other activities. Gary announced there will be a Provider Directors' Retreat to further discuss this topic.

Provider comments included: 1) interpretation of reasons for discharge differ – there is need for training; 2) clients do not understand what a program is like until they are in one. They think it a free ride and do not like it when they have to work at recovery; 3) definitions of abstinence differ from providers and probation officers; and 4) clients leave treatment once their legal requirements are met.

### **V. Signed Release**

To better expedite information provided to providers, providers are asked to write in the request comment box on the authorizations that they have a signed release. This will allow

the Care Coordination Center to have a record of the fact, which is the only way information may be provided without having the provider fax the signed release. Mid-South is reviewing the Qualified Service Organization Agreement (QSOA) to see if this will answer concerns raised about releasing client treatment history information without a signed release.

## **VI. Grant Updates**

ROSC Grant – Mid-South submitted and received acknowledgement for a request for proposal for Eaton and Jackson Counties. Sections A-E will be sent to providers.

Drug Court Grant - Mid-South is looking into a drug court grant for Jackson and Ingham Counties. Mid-South will have a dialogue with specific providers. As of now, there are three providers the Ingham County Drug Court refers to and two out of the three are not our contracted providers. Gary foresees Mid-South working more collectively with providers, new advisors, and identifies this as additive improvements.

Gary offered that if providers are writing a grant and wish to have Mid-South involvement in order to better their chances of receiving a grant, Mid-South is willing to write letters of support.

## **VII. Next Agenda Items**

- a. Smoke-free air law and Michigan treatment centers becoming tobacco free. What are the implications?
- b. Training Needs: providers are asked to send their training ideas to Gary before the next QI meeting. Gary will send the list to providers and this topic will be discussed at the March meeting. Gary asked providers to look at system improvements and training to best meet the clients' needs.

**Next Meeting:** Thursday, March 4 at 9 a.m. at Mid-South. Teleconference calls available (number available on agendas).