



Quality Improvement Steering Committee (QISC)

June 25, 2024

10:30am – 12:00pm

Via Zoom Link Platform

Agenda

- | | |
|--|---------------------------------------|
| I. Welcome | T. Greason |
| II. Authority Updates | S. Faheem |
| III. Approval of Agenda | S. Faheem/Committee |
| IV. Approval of Minutes | Dr. S. Faheem/Committee |
| ✚ May 1, 2024 | |
| ✚ May 28, 2024 | |
| V. Follow-Up Items: | |
| QAPIP Effectiveness | |
| ✚ Customer Service/Clinical Practice Improvement | |
| • Echo Survey Analysis Update | C. Phipps/A. Gabridge/M. Keyes-Howard |
| • MISIP Tool | M. Keyes-Howard |
| ✚ Utilization Management | |
| • HSW Performance Improvement Project (Tabled) | T. Karrol |



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10:30am – 12:00pm

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Meeting Minutes

Note Taker: DeJa Jackson

Committee Chairs: Dr. Shama Faheem, DWIHN Chief Medical Officer and Tania Greason, DWIHN Provider Network QI Administrator

1) Item: Welcome: Tania asked the committee to put their names, email addresses, and organization into the chat for attendance.

2) Item: Authority Updates: April Siebert shared the following updates: The Board of Directors has accepted the resignation of DWIHN's current CEO Mr. Eric Doeh. Also announced was the groundbreaking of the new Integrated Behavior Health facility located on 7- Mile Rd. The location will be a walk-in Crisis Center. The location will also be providing preventable health services as well. The expansion is expected to be completed by 2026. The 707 Crisis Center is officially open. A virtual tour of the upgraded Crisis Center can be found on You tube.

3) Item: Approval of Agenda: Agenda for June 25th, 2024 Meeting Approved.

4) Item: Approval of Minutes: QISC Meeting Minutes for May 1st and May 28th were approved as written by Dr. S. Faheem and the QISC Committee.



5) Item: QAPIP Effectiveness

Goal: Customer Service/ Clinical Practice Improvement

Strategic Plan Pillar(s): Advocacy Access Customer/Member Experience Finance Information Systems Quality Workforce

NCQA Standard(s)/Element #: QI CC# UM # CR # RR #

Discussion		
<p>Cassandra Phipps, Director of Children Initiatives provided an overview of the Children Survey analysis to include the following:</p> <p>Per the request of the Detroit Wayne Integrated Health Network (DWIHN), the Wayne State Center for Urban Studies (Center), conducted the ECHO (Experience of Care & Health Outcomes) Child Survey with parents/guardians of its minor-aged members.</p> <p>Purpose: The purpose was to assess the experiences of adults and families whose children received mental health or substance use disorder services through DWIHN in the previous 12 months.</p> <p>Children: DWIHN provided the Center with a sample of 4,450 members, out of the approximately 17,000 children receiving services.</p> <p>The survey was administered via three modes:</p> <ol style="list-style-type: none"> 1. The Center mailed a paper survey. 2. A link to the web version was included with the mailed invitation. 3. One week after the paper survey was sent, staff from the Center’s Computer Aided Telephone Interviewing (CATI) lab began calling parents/guardians and asking them to complete the survey over the phone. <p>During previous discussions with the QISC it was approved to focus on the following goals from the results of the Children ECHO Survey. Cassandra informed the committee that all of the data and reporting is being reviewed through the Cascade reporting system.</p> <p>Review progress of goals to improve satisfaction of services for children and families.</p> <ol style="list-style-type: none"> 1. Improve satisfaction of services for children and families by 10% (from 51%) 2. Improve how children and families are informed of treatment options after benefits are depleted by at least 10% (from 53%) <ul style="list-style-type: none"> o Discharge summaries are required to be included for all members that are discharged. Summaries must be uploaded to MH-WIN and is included in the Discharge Policy and Procedure. o Work on developing a discharge planning template. 3. Improve office wait time for children and families by at least 10% (from 63%) 4. Improve member and or family perceived progress with treatment by at least 10 (from 51%) 		



<p>Ideas for Interventions - Children Served:</p> <ol style="list-style-type: none"> 1. Share Core Competency Training and survey results from FY 23 - FY 24 2. Provide info on SOGIE interventions, Ruth Ellis Trainings 3. MichiCANS Q/A session is scheduled for 5/23/24. Host a MichiCANS Info Sessions for members served 4. Host Children Topic sessions for Parents / Members served DWC website (offer survey to get an idea about topics) 5. Autism Parent Conversations 6. Expansion of services to increase staff (RFP, RFQ) - therapy services and ancillary service 		
<p style="text-align: center;">Provider Feedback</p> <p>Rotesa Baker, Chief Clinical Officer (Wayne Center) commented on the improvement satisfaction of services, noting that clinicians' are asking about satisfaction of services and documenting in the clinical record/progress notes during each visit. Jessica Collins, Manager of Quality Improvement and Compliance (Guidance Center) submitted a copy of the Guidance Center's progress note and stated that satisfaction of services must be documented no less than quarterly. Goodwill Industries of Greater Detroit discussed that they do not have access to the CRSP Discharge in MH-WIN. A screenshot was provided, Cassandra informed the committee that if you are still having issues that a Help-Desk-Ticket should be submitted. Maria Stanfill, from Goodwill discussed that there are members that are not being discharged (Healthy Michigan), Goodwill uses MH-WIN system, they do not have a separate PCE system. Cassandra and Alison G. will follow-up with Goodwill to review the discharge process.</p>	<p style="text-align: center;">Assigned To</p> <p>N/A</p>	<p style="text-align: center;">Deadline</p> <p>N/A</p>
<p style="text-align: center;">Action Items</p> <ol style="list-style-type: none"> 1. Children Initiatives to work on developing a discharge planning template that will be utilized through MH-WIN. 2. A workgroup will be developed to review the process and development of the discharge planning process. Providers are currently completing DC summaries in their own EMR systems. 3. Follow-up with Goodwill Industries for Member Discharge documentation. 	<p style="text-align: center;">Assigned To</p> <p>Children Initiatives (Cassandra Phipps)</p> <p>Adult Initiatives (Alison Gabridge)</p>	<p style="text-align: center;">Deadline</p> <p>October 2025.</p> <p>October 2025</p> <p>July 30, 2024</p>



5) Item: QAPIP Effectiveness

Goal: Customer Service/ Clinical Practice Improvement

Strategic Plan Pillar(s): Advocacy Access Customer/Member Experience Finance Information Systems **Quality** Workforce

NCQA Standard(s)/Element #: **QI 5** CC# _____ UM # _____ CR # _____ RR # _____

Discussion		
<p>Margaret Keyes-Howard, Manager Customer Service, discussed the following with the committee:</p> <p>Margaret introduced the Mental Health Statistics Improvement Plan (MISIP) tool, mentioning that many providers are aware of the tool and may have used the tool at their organizations. The MISIP is a national Tool and is designed to review the ACT and Home Based Youth Service programs. Margaret solicited feedback from the providers on the tool and DWIHN's roll-out process. potential challenges and resources needed for implementation was also discussed. It was suggested by Margaret and Cassandra that providers could use the MISIP tool to replace their quarterly internal satisfaction surveys. The MISIP tool addresses all of the access of care domains as required by state guidelines.</p>		
Provider Feedback	Assigned To	Deadline
No provider feedback was provided. No objections for the roll-out of the survey was brought up for discussion.	N/A	N/A
Action Items	Assigned To	Deadline
Providers were requested to submit all questions regarding the roll-out and feedback to Margaret at mkeyes@dwihn.org . by July 31, 2025. The MISIP will be rolled out before the Christmas holiday this year and feedback is encouraged to discuss the roll-out process.	Providers and Customer Service (Margaret-Keys Howard)	September 1, 2024

New Business Next Meeting: August 27, 2024

Adjournment: June 25, 2024



DETROIT WAYNE INTEGRATED HEALTH NETWORK

Children Satisfaction of Services Children Initiative Department

QISC Meeting 6.25.24

800-241-4949

www.dwihn.org

Overview

Per the request of the Detroit Wayne Integrated Health Network (DWIHN), the Wayne State Center for Urban Studies (Center), conducted the ECHO (Experience of Care & Health Outcomes) Child Survey with parents/guardians of its minor-aged members.

Purpose: The purpose was to assess the experiences of adults and families whose children received mental health or substance use disorder services through DWIHN in the previous 12 months.

Children: DWIHN provided the Center with a sample of 4,450 members, out of the approximately 17,000 children receiving services.

The survey was administered via three modes:

1. The Center mailed a paper survey.
2. A link to the web version was included with the mailed invitation.
3. One week after the paper survey was sent, staff from the Center's Computer Aided Telephone Interviewing (CATI) lab began calling parents/guardians and asking them to complete the survey over the phone.

Agenda

Review progress of goals to improve satisfaction of services for children and families.

1. Improve satisfaction of services for children and families by 10% (from 51%)
2. Improve how children and families are informed of treatment options after benefits are depleted by at least 10% (from 53%)
3. Improve office wait time for children and families by at least 10% (from 63%)
4. Improve member and or family perceived progress with treatment by at least 10 (from 51%)

Focus on goals 1 and 2 (refer to Cascade Report)

Recommended Interventions

► Ideas for Interventions - Children Served:

1. Share Core Competency Training and survey results from FY 23 - FY 24
2. Provide info on SOGIE interventions, Ruth Ellis Trainings
3. MichiCANs Q/A session is scheduled for 5/23/24. Host a MichiCANs Info Sessions for members served
4. Host Children Topic sessions for Parents / Members served DWC website (offer survey to get an idea about topics)
5. Autism Parent Conversations
6. Expansion of services to increase staff (RFP, RFQ) - therapy services and ancillary services

Questions

