Quality Operations Technical Assistance Workgroup Meeting Agenda
Wednesday, June 26, 2024
Via Zoom Link Platform
9:30 a.m. – 11:30 a.m.

I.   Announcements   A. Siebert

II.   Substance Use Disorder (SUD)   J. Davis/G. Lindsey

III.   Recipient Rights   C. Witcher

IV.   DWIHN Policies

- Office of Recipient Rights   C. Witcher
  o   Fingerprinting-Photographing-Audio Taping and Use of One-way Glass
  o   Personal Property And Search
  o   Recipient Rights Appeals
  o   Treatment with Dignity And Respect

V.   **QAPIP Effectiveness**

        Quality Improvement

        a) MDHHS Waiver & iSPA Review Updates   D. Dobija
        b) MDHHS HCBS Deliverables Updates   HCBS Team
        c) CE/SE Updates   C. Sight-Mackey
           o   Train the Trainer
           o   Care Academy
           o   Incident Report Uploads for CE/SE's

VI.   Adjournment

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9:30 a.m. – 11:30 a.m.
Note Taker: DeJa Jackson

1) **Item: Announcements:**
   - The Board of Directors has accepted the resignation of DWIHN's CEO Mr. Eric Doeh.
   - June 14th was the ceremony for the groundbreaking of the new DWIHN facility. The facility is expected to be built and up and running by 2026.
   - DWIHN's 707 Crisis Center is officially open for business. A virtual tour of the crisis center is available on YouTube.
   - Effective July 1st children providers and CCBHC providers are to begin using the H0002 CPT code when completing screenings to determine eligibility from behavioral health services.
   - The Children department added another children provider, Judson Center.

2) **Item: Substance Use Disorder (SUD) – G.Lindsey/ Judy Davis**
Goal: Updates from SUD

Strategic Plan Pillar(s): ☐ Advocacy ☐ Access ☐ Customer/Member Experience ☐ Finance ☐ Information Systems ☐ Quality ☐ Workforce
NCQA Standard(s)/Element #: QI ☐ CC# ___ ☐ UM #____ ☐CR # ___ ☐ RR # ___

Discussion		
Gregory Lindsey and Davon Jones shared the following SUD updates: • Providers are to be on the lookout for emails from SUD regarding Discharges and SUD's performance indicators data requests. • SUD is having their 10th Annual Wellness Beyond the Walls Conference on Thursday, July 18th from 9am-4pm located at Fellowship Chapel in Detroit. • The Opioid Summit is August 22nd located in Livonia at Livonia Manor from 8am-4:30pm. The registration is $40.		
Provider Feedback	**Assigned To**	**Deadline**
No additional provider feedback was provided.		
Action Items	**Assigned To**	**Deadline**
None required.		

3) Item: Recipient Rights – Chad Witcher

Goal: Updates from ORR

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

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

Discussion		
Chad Witcher shared the following ORR updates: • June 28th ORR Manager Robert Gilreath is retiring, we wish Mr. Gilreath well with his retirement.		
Provider Feedback	**Assigned To**	**Deadline**
No Provider Feedback.		
Action Items	**Assigned To**	**Deadline**
None required.		

4) Item: DWIHN Policies
Goal: Office of Recipient Rights
Strategic Plan Pillar(s): ☐ Advocacy ☐ Access ☐ Customer/Member Experience ☐ Finance ☐ Information Systems ☐ Quality ☐ Workforce
NCQA Standard(s)/Element #: QI ☐ CC# ___ ☐ UM #____ ☐CR # ___ ☐ RR # ___

Discussion		

Chad Witcher shared the following updates for the Office of Recipient Rights
• After the review from MDHHS, minor changes were made in some of the Office of Recipient Rights policies which include the following:
    o Fingerprinting-Photographing-Audio Taping and Use of One-way Glass
    o Personal Property And Search
    o Recipient Rights Appeals
    o Treatment with Dignity And Respect
Updated RR Polices/Procedures are available on DWIHN's website for further review.		

Provider Feedback	**Assigned To**	**Deadline**
Questions: • We have in our PCE system a new option to add a photograph of our consumers. What is the stance of rights on that? Can you discuss that? And would we need special permission to do that? Answers: (Chad Witcher) • No, it's actually part of the medical record. Putting it in there, it's protected, people would not be able to access the picture without appropriate permissions, so I don't think that would be an issue.		
Action Items	**Assigned To**	**Deadline**
None Required.		

5) Item: QAPIP Effectiveness – Quality Improvement
Goal: MDHHS Waiver & iSPA Review Updates
Strategic Plan Pillar(s): ☐ Advocacy ☐ Access ☐ Customer/Member Experience ☐ Finance ☐ Information Systems X Quality ☐ Workforce
NCQA Standard(s)/Element #: QI 1 CC# ____ ☐ UM #_____ ☐CR # ____ ☐ RR # ____

Discussion		
Danielle Dobija, QI Administrator, provided the following updates to the workgroup: MDHHS Waiver & iSPA Review: • There was a need for a corrective action plan, and the corrective action plan was submitted to MDHHS on last Friday. • Currently waiting for a response from MDHHS to see if the plan will be accepted as is or if there will be additional revision requests to the plan. • A notice to the providers will be sent out once the plan is approved. If not approved additional instructions that we receive from the state will be shared with the providers. • It has been confirmed that MDHHS's intention to complete the waiver and ISPA review with all 10 PIHPs every year instead or every two years.		
Provider Feedback	**Assigned To**	**Deadline**
No provider feedback.		
Action Items	**Assigned To**	**Deadline**
None required.		

5) Item: QAPIP Effectiveness – Quality Improvement
Goal: MDHHS HCBS Deliverables Updates
Strategic Plan Pillar(s): ☐ Advocacy ☐ Access ☐ Customer/Member Experience ☐ Finance ☐ Information Systems ☐ Quality ☐ Workforce
NCQA Standard(s)/Element #: QI ☐ CC# ____ ☐ UM #_____ ☐CR # ____ ☐ RR # ____

Discussion		
Danielle Dobija, QI Administrator shared the following updates: MDHHS HCBS Deliverables: • There was a MDHHS HCBS survey that was developed and issued by the state. The HCBS survey is intended for residential providers only. • The survey was opened on June 5th and is scheduled to close on July 8th. • Completion of the survey by our providers is required in order to continue receiving Medicaid funding. • The purpose of the survey is for the state to be able to develop an inventory of all of the residential settings across that state of Michigan, providing specific HCBS Medicaid funded services and identify the features of each of the settings. • The centers for Medicare and Medicaid are completing an HCBS review with MDHHS the week of July 15th.		
Provider Feedback	**Assigned To**	**Deadline**
No Provider feedback.		
Action Items	**Assigned To**	**Deadline**
None required.		

5) Item: QAPIP Effectiveness – Quality Improvement
Goal: CE/SE Updates
Strategic Plan Pillar(s): ☐ Advocacy ☐ Access ☐ Customer/Member Experience ☐ Finance ☐ Information Systems X Quality ☐ Workforce
NCQA Standard(s)/Element #: QI 1 CC# ___ ☐ UM #____ ☐CR # ___ ☐ RR # ___

Discussion		

Carla Spight-Mackey, Clinical Specialist QI, shared the following updates for CE/SE reporting and processing:
• Train the Trainer
  ○ Available to the larger providers on August 18th from 9am-12pm
• Care Academy
  ○ Staff that were involved in the incident report for a CE, will be enrolled in Care Academy.
  ○ Once enrolled in the Care Academy training it is time framed for completion. You will receive a certificate of training and completion from the Care Academy.
• Incident Report Uploads for CE/SE's
  ○ When entering the Critical/Sentinel events, also upload the incident report connected to that Critical/Sentinel Events. .		

Provider Feedback	**Assigned To**	**Deadline**
No Provider feedback.		
Action Items	**Assigned To**	**Deadline**
None required.		

New Business Next Meeting: 08/28/24
Adjournment: 6/26/2024