

## **CCCW QUALITY COMMITTEE**

### **Meeting Minutes**

**DATE:** September 23, 2009

**PLACE:** Community Care of Central Wisconsin-Stevens Point, Meeting Room 319

**TIME:** 1:00 – 2:30 p.m.

**PRESENT:** Ann Stevens, Laura Goetz, Linda Michalewicz, Cheryl Aspenson, Evelyn Heikenen, Gina Germ, David Thewes, Dana Cyra

**EXCUSED:** Pam Ironside, Mary Gillette, Bonnie Cherwinka, Jessica Schmidt, Julie Strenn, Lucy Runnells

**OTHERS PRESENT:** None

1. The meeting was called to order at 1:05 p.m. by Linda Michaelwicz, Committee Chair.
2. Motion to approve minutes of July 22, 2009 without revisions by Aspenson; second by Thewes. Approved.
4. Cal Whetstone resigned from the Quality committee due to ongoing conflicts with scheduled meeting times. Whetstone was encouraged to consider participation in the provider sub-committee which meets every other month. Cyra will speak with provider network staff regarding a potential placement. Stevens agreed to speak with some member representatives in Marathon County to solicit representation. Follow up with Stevens Point Supervisors regarding a replacement for Andrew Palmi, the Stevens Point IDT staff representative who resigned, will also be initiated.
5. Report from Member Quality Council. Ann Stevens reported on the August 26, 2009 meeting of the Member Quality Council. Lawrence Schoda was appointed chair and Ann Stevens was appointed Co-Chair. A discussion of areas of interest led to the identification of membership reports and other reports committee members expect to receive and/or review on an ongoing basis.

At each meeting, members wish to receive current membership reports which show the number of members by county and by target group. Member of the Council are particularly interested in obtaining ongoing information and reports about how member risks are being identified and addressed, as well as efforts aimed at prevention and wellness. They would like regular updates on internal initiatives aimed at quality improvement, such as a recent initiative to ensure strength-based assessments that emphasize member strengths and preferences; and work being done to clarify quality indicators for self-directed supports.

By contract, this group will be reviewing reports of critical incidents and member appeals and grievances, which are compiled on a quarterly basis. The purpose of this activity is to assist with identifying trends that may attention via quality assurance and performance improvement activities. The contract also requires that a group with member representation review new materials to be distributed to members. The purpose of this activity is to ensure clarity and readability. Examples include the member handbook, provider updates, and other informational materials that may be developed for distribution to members.

There was significant discussion of the difficulties encountered by students transitioning from the child to adult service system. CCCW has a Memorandum of Understanding with each county and an addendum specifically identifies a process for transitioning young adults who have received services through the children's long term care system. Marathon County has worked closely with staff in the Wausau office to develop a much more detailed transition process. This has not happened yet in

Wood County. In both counties, CCCW recognizes the need to be involved in transition planning for both those receiving children's long term care services via the county AND those receiving only school-based services. For that reason, CCCW Service Coordination staff have been designated to work on transition efforts in Wood and Marathon Counties. The names of assigned staff were provided via a follow-up email to Wood County representatives of the Member Quality Council who expressed concerns.

Required questions for the annual member satisfaction survey were shared with the group but, due to lack of time, discussion was held for the meeting of the Quality Committee. Additional input will be solicited via email. The group also discussed others who may be invited to participate and invitations will be sent directly to those identified. The next meeting of the Member Quality Council is scheduled for October 28<sup>th</sup>, 1-2:30 p.m., in Rm 319/320 of the Stevens Point office.

6. Report from Provider Quality Council. Attendance by providers was limited so appointment of a chair and co-chair were delayed for a future meeting, as were the discussion of specific areas of interest. CCCW is required to conduct a survey of providers on an annual basis and it is hoped that survey results will assist the provider quality council to identify priorities and objectives for the coming year. For that reason, the group reviewed a provider survey previously administered by CCPC, a survey administered by the MCO serving Fond Du Lac County, and a draft prepared by Cyra. The group spent considerable time developing the questions, structure, and format for the CCCW 2009 Provider Survey. Plans are to develop an on-line survey and a hard copy survey. The link to the on-line survey will be emailed to a sub-set of providers for testing and, following revisions, to all providers for whom CCCW has an email address. Those without email addresses will receive hard-copy surveys to complete and return.

The group also discussed the solicitation of additional providers to include in future activities. It is hoped that the group will remain small enough to be effective but also, include representation throughout the region by providers of various service types. The next meeting of the Provider Quality Council is scheduled for October 28<sup>th</sup>, 8:30 to 10:00 a.m. in Rm 319/320 of the Stevens Point office.

7. Identification of materials/reports to be shared with the Quality Committee on an ongoing basis. Committee members received a statistical report that is prepared for the CCCW board on a monthly basis. The report has demographic information regarding members but also, provides information about the waiting lists in each county. Committee members expressed a desire to receive an update of the report at each meeting. They would also like to receive the Quarterly Indicator report but, suggested a revision to indicate the total number of appeals versus simply the number resolved to the member's satisfaction. The Quality Committee is also interested in reviewing reports of critical incidents...which may be discussed more fully by the Member Quality Council.

Motion for CCCW Quality Committee to receive the following reports on an ongoing basis by Thewes: CCCW Statistical Report, Quarterly Indicator Report, Appeals and Grievance Report and Critical Incident Report; second by Aspenson. Motion carried.

8. State LTC Report for 2008. The report was sent via email and/or hard copy to members in advance of the meeting. The report was recently reviewed by the State Long Term Care Council and the MCO may request more detailed information regarding specific items if desired. Anyone desiring more specific information was encouraged to contact Cyra, who will follow up with the state to request the desired information.

9. Quality Indicator Report was incorporated in previous discussion of reports the committee hopes to receive on an ongoing basis.

10. Timelines and Process for 2010 Metastar Review. The next Metastar review is scheduled for March 8-12, 2010. The format for the next review will be much different than in the past. Rather than meet with groups of Service Coordination staff, meetings will be scheduled with individual teams assigned to members whose files were reviewed. More details will follow and the review may involve a meeting with members of the Quality Committee.

11. Future Agenda Items. Mark Hilliker, Chief Operations Officer, will provide an overview of CCCW's Mission and Values at the November meeting. Results of the Provider Survey and Member Satisfaction Survey may also be available for review.

10. Next Meeting Date: November 25<sup>th</sup>, 2009; 1-2:30, Rm 319/320, Stevens Point Office  
Both sub-committees will meet on October 28<sup>th</sup>; Provider Quality Council 8:30-10:00 and  
Member Quality Council 1-2:30.

11. Motion to adjourn by Stevens; second by Thewes. Approved.

Respectfully submitted by Dana Cyra, CCCW Director of Quality Management.