

CCCW QUALITY COMMITTEE
Meeting Minutes

DATE: May 27, 2009

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

TIME: 3:00 – 4:30 p.m.

PRESENT: Nicole Hill, Lawrence Schroda, Mary Gillette, Cal Whetstone, Ann Stevens, David Thews, Jessica Schmidt, Laura Goetz, Linda Michalewicz, Cheryl Aspenson, Evelyn Heikenen, Julie Strenn, Gina Germ, Dana Cyra

EXCUSED: Pam Ironside, Bonnie Cherwinka, Andrew Palmmini, Lucy Runnells

OTHERS PRESENT: None

1. The meeting was called to order at 3 p.m. by Dana Cyra, Director of Quality Management.

2. An agenda and draft by-laws were sent to each committee member in advance of the meeting. Copies of “Parliamentary Procedures for Meetings” were made available to members at the beginning of the meeting.

3. Committee members introduced themselves and explained their relationship (member, provider, service coordination staff, or management staff) with Community Care of Central Wisconsin.

4. Committee members reviewed the Draft By-Laws.

In regard to Article II of the by-laws (Purpose), committee members had questions about the amount of detail that would be provided to committee members in regard to appeals, grievances, and critical incidents. Evelyn Heikenen, CCCW Member Services Representative explained that information will not be provided in a manner that allows identification of either the member or specific providers. The committee will receive reports that show the total number of appeals, grievances, and critical incidents. The information may be grouped in a manner that makes it easier to identify problems areas or ongoing trends.

In regard to Article III: Section 2 (Membership-Terms of Office), there was discussion of whether, after the initial staggering of terms, term limits would consistently be for two or three years. Based on the idea that shorter terms may be more appealing to new members, the committee agreed that upon expiration of the current terms, each term will be limited to two years.

In regard to Article III: Section 5 (Membership-Term Resignations), it was suggested that the statement be reworded as follows: “Should a member resign mid-term, or accept a new position that is no longer consistent with the desired committee composition, the Committee Chair shall appoint a person to fill the vacancy based upon recommendations received from the nominating sub-committee.”

In regard to Article IV: Section 4 (Membership-Committee Compositions), Dana Cyra noted the committee is lacking member representation from Marathon County. Two potential members

both declined on the basis of other commitments. Efforts to solicit additional member representatives from Marathon County will continue.

Revisions will be made and updated by-laws reviewed for approval at the next meeting.

5. Committee members were invited to comment on any preference they have to serve a first term of either two or three years. Lawrence Schroda and Linda Michaelwicz expressed preferences for three year terms. Term limits of two or three years will be randomly assigned to other committee members. Staggering of initial term limits will help to ensure continuity.

6. Election of Officers.

Motion to appoint Linda Michaelwicz Chairperson by Ann Stevens; seconded by Larry Schroda. Motion approved.

Motion to appoint Larry Schroda Chair-Elect by Nicole Hill; seconded by Jessica Schmidt. Motion approved.

7. Reports of current quality concerns, issues, and topics of interest led to identification of specific areas to be addressed by either the Quality Committee or Sub-Committees with similar interests:

- a. Developing and sharing good information with members and staff in a way that helps them to understand the program and make choices that are in their best interests. This is important for everyone but critical for individuals who will transition from child to adult services and need to know how the system works and the types of services included in the Family Care benefit package. Members and member representatives hope to be particularly helpful in sharing what the experience is like from a member perspective.
- b. Developing and sharing good information with community organizations, medical providers, and other service agencies so they are knowledgeable about Community Care of Central Wisconsin. This may involve “Marketing” or “branding” to generate community-wide recognition, as well as education, so that community partners understand the role of CCCW Service Coordinators; particularly in regard to a member’s overall wellness and efforts aimed at prevention.
- c. Communication. Working to establish processes that ensure good communication among CCCW staff; from one division or section to another; from one office to another; and from management to service coordination and other staff more directly involved with members. Working to establish good communication between CCCW staff and providers; ensuring that all providers receive timely information and that the information they receive is consistent, regardless of the provider or the area serviced by the provider.
- d. Provider Quality. Establishing and communicating clear benchmarks or guidelines for provider quality, standardized processes for assessing performance, and opportunities to reward providers who meet or exceed established benchmarks.
- e. Provider Contracts. Developing provider contracts that clearly relate reasonable expectations. “Reasonable expectations” have a clearly articulated purpose and must be consistent with the any local, state, or federal regulations the provider is subject to. Contracts should not impose an undue burden on providers in regard to processes, record-

keeping, or data collection. Providers reported instances in the past where they have been asked to maintain records or collect data that is never gathered by CCCW.

- f. Service Authorizations and Provider Payments. Working to ensure that providers receive service authorizations on a timely basis to guarantee prompt reimbursement of expenses which is critical to ongoing operations.
- g. Provider Education. Making sure that providers are aware of best practice guidelines under which Service Coordination teams operate in their work with members who have specific health conditions. This includes information materials generally provided to members. Also informing providers of contractual expectations that may drive specific processes or data collection needs.
- h. Member-Centered focus. Making sure everyone involved in planning and delivering Family Care services consistently works to ensure positive experiences that enhance member's lives. This may be best accomplished through ongoing efforts to solicit input, ideas, and suggestions from members.

The committee will review this list at a future meeting to determine whether effective action warrants the need for sub-committees.

8. Selection of Agenda Items for next meeting. Dana Cyra distributed copies of the Quality Management section of the contract CCCW has with the Department of Health Services to deliver Family Care in Marathon, Portage, and Wood Counties. This will provide basic background information for committee members in regard to CCCW's contractual obligations in regard to Quality Management. Dana Cyra also suggested the following as potential sources of information the committee may want to review:

- a. Results of CCCW's 2008 Annual Quality Review conducted independently by Metastar.
- b. Quality Assurance and Improvement Plan for 2009, developed on the basis of suggestions for improvement in Metastar's 2008 review.
- c. A written summary of Performance Improvement Activities currently underway. (Also available in Powerpoint presentation).
- d. Results of Member Satisfaction Survey for Portage County (completed in November 2008)
- e. Results of Member Satisfaction Survey for Marathon & Wood Counties (Report to be completed by June 4, 2009) which includes a comparison with Portage County results.
- f. Results of CCCW's 2009 Annual Quality Review conducted independently by Metastar (will be available by end of June, 2009).

Committee members expressed interest in reviewing the list of issues they hope to address and identifying the need for subcommittees. As time permits, they will also want an opportunity to discuss any questions related to contractual obligations related to Quality Management.

9. Future Meeting Dates. Motion to meet on the 4th Wednesday of each month at 1:00 p.m. by Lawrence Schroda; seconded by David Thews. Approved. Meetings will be held at CCCW Stevens Point office unless space is not available. The meeting location may change in the future based on input from committee members.

10. Adjourn. Motion to adjourn by Mary Gillette; seconded by Cal Whetstone. Approved.

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

