

CCCW QUALITY COMMITTEE

Meeting Minutes

DATE: June 24, 2009

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

TIME: 1:00 – 2:30 p.m.

PRESENT: Nicole Hill, Lawrence Schroda, Mary Gillette, Cal Whetstone, Ann Stevens, Pam Ironside, Linda Michalewicz, Cheryl Aspenson, Evelyn Heikenen, Julie Strenn, Gina Germ, Dana Cyra

EXCUSED: David Thewes, Jessica Schmidt, Lucy Runnells, Laura Goetz

OTHERS PRESENT: None

1. The meeting was called to order at 1:10 p.m. by Linda Michaelwicz, Committee Chair.
2. Minutes of May 27, 2009 meeting approved as read.
3. Committee members introduced themselves and explained their relationship (member, provider, service coordination staff, or management staff) with Community Care of Central Wisconsin. A committee member listing was distributed and members commented on the accuracy of their contact information. It was suggested that direct lines for CCCW staff, committee positions, and term limits be added to the listing. A revised listing will be distributed at the next meeting.
4. Revised CCCW Quality Committee By-Laws were reviewed. Motion to approve by Aspenson; second by Schroda. Approved.
5. Floor open for discussion and/or questions related to CCCW contractual obligations regarding Quality Management (distributed at May 27 meeting). In the absence of immediate questions, Cyra suggested that the Overview of 2009 Quality Improvement Activities (a Powerpoint presentation) would provide summary information about contractual obligations and might generate more discussion and/or questions.
6. Overview of 2009 Quality Improvement Activities provided by Cyra. It was explained that prior to forming sub-committees it may be helpful for committee members to learn more about quality initiatives currently in progress. CCCW's activities for 2009 were identified in response to the findings of an annual quality site visit conducted by Metastar in June of 2008. Metastar is the organization the state Department of Health Services contracts with to monitor quality in the Managed Care Organizations that deliver Family Care benefits; Metastar is the external quality review organization (EQRO). Cyra indicated that the Metastar report is quite lengthy but will likely be available in the future via CCCW's website.

As current activities were presented, the status of each project was discussed. Julie Strenn provided significant updates regarding the development of a provider database that will afford opportunities for provider's to detail information about their services. This will be useful to members and staff in identifying providers who can best meet a member's specific needs or desires.

Cyra indicated that development of the quality plan for 2010 will likely involve a review of the progress toward each of the 2009 activities and incorporation of new opportunities for improvement identified during Metastar's March, 2009 quality review. The 2010 plan will also incorporate

activities identified by members of the quality committee and initiatives CCCW staff have identified as necessary to support the provision of high quality individualized services.

A handout of the slide presentation was distributed.

7. Motion to table the discussion of sub-committees until the next meeting by Whetstone; second by Schroda. Approved.

8. Composite charts of the results of CCCW Member Satisfaction Surveys for Portage, Marathon, and Wood Counties were distributed for discussion at the next meeting.

9. Future Agenda Items. The Stevens Point staff representative recently resigned so that position will need to be re-filled. Initial appointments to staff positions have been determined by supervisory staff in each office. Efforts to solicit additional member representatives from Marathon County continue; discussion of these appointments is likely to be a future agenda item.

Committee members were encouraged to submit agenda items for future meetings to Dana Cyra or Linda Michalewicz via email or telephone contact.

10. Next Meeting Date is July 22, 2009, 1:00 p.m. at CCCW-Stevens Point Office, Rm 319/320.

11. Motion to adjourn by Schroda; second by Whetstone. Approved.

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