

CCCW QUALITY COMMITTEE

Meeting Minutes

DATE: July 22, 2009

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

TIME: 1:00 – 2:30 p.m.

PRESENT: Lawrence Schroda, Ann Stevens, Pam Ironside, Linda Michalewicz, Bonnie Cherwinka, Cheryl Aspenson, Evelyn Heikenen, Gina Germ, David Thewes, Jessica Schmidt, Lucy Runnells, Dana Cyra

EXCUSED: Mary Gillette, Cal Whetstone, Laura Goetz, Julie Strenn,

OTHERS PRESENT: None

1. The meeting was called to order at 1:10 p.m. by Linda Michaelwicz, Committee Chair.
2. Motion to address minutes via requests for corrections, additions, or deletions at all subsequent meetings (as opposed to full reading of minutes) by Stevens; second by Schroda. Motion carried.
3. Motion to approve minutes of June 24, 2009 without revisions by Stevens; second by Schroda. Motion carried.
4. Committee members introduced themselves and explained their relationship (member, provider, service coordination staff, or management staff) with Community Care of Central Wisconsin.
5. A revised committee member listing that includes committee positions, terms limits, and contact information for CCCW staff was distributed to members who had not received them by email or mail.
6. Floor opened for discussion and/or questions related to CCCW Member Satisfaction Survey. Cyra explained that CCCW is required by contract to administer a member satisfaction survey on an annual basis. The state provides a set of core questions that all MCOs are asked to include but MCOs may choose to incorporate additional questions as desired. CCCW choose to add a variety of questions regarding employment options available to members. The Portage County survey was completed in November, 2008 and the surveys for Marathon and Wood Counties were completed in April, 2009. The survey was administered by telephone via a contract with the UWSP Community Research Center. Overall, the results were positive, with most members expressing satisfaction in all three counties.
7. Floor opened for discussion of areas of interest and the formation of sub-committees based on the specific interests of individual committee members. Discussion resulted in development of two sub-committees; the Member Quality Council and the Provider Quality Council.

Committee members serving on the Member Quality Council are Schroda, Stevens, Ironside, Michaelwicz, and Heikenen. Goetz, Hill, and Gillette will be invited to participate in this sub-committee. The Member Quality Council will address the following interest areas:

- Informational Materials for Members and Staff
- Marketing/Community Outreach
- Communication
- Member-Centered Focus

Committee members serving on the Provider Quality Council are Cherwinka, Thewes, Schmidt, Aspenson, Strenn, Runnells, and Germ. Whetstone will be invited to participate in this sub-committee. The Provider Quality Council will address the following interest areas:

- Provider Quality Benchmarks/Guidelines
- Provider Contracts
- Service Authorizations and Provider Payments
- Provider Education
- Provider/CCCW Communications
- Member-Centered Focus

Both subcommittees may choose to involve other participants with similar interests and will likely need to invite CCCW staff, as needed, to provide additional information or direction. For example, Kate Norby is the staff member responsible for the CCCW Handbook and will likely need to be involved in any discussion related to information to be incorporated in the Handbook.

Dana Cyra will attend, record minutes, and provide ongoing support to both subcommittees.

8. To accommodate the work of sub-committees and minimize the time commitment of members, the full Quality Committee will meet every other month. The Provider Quality Council and Member Quality Council will also meet every other month, with the first meetings being scheduled for August, 2009. The full CCCW Quality Committee will not meet again until September. This will establish an ongoing schedule of CCCW Quality Committee meetings and Provider/Member Quality Council meetings in alternate months. Each subcommittee may determine subsequent meeting dates/times that best accommodate members of that subcommittee.

9. Suggestions for September CCCW Quality Committee agenda items include: CCCW Mission and Values (perhaps presented by Mark Hilliker), reports from sub-committees, update on internal quality review process, and overview of the Metastar review process for 2010.

10. Members interested in the CCCW/DHS contract may access a searchable version of the contract on-line at: <http://dhs.wisconsin.gov/lcicare/StateFedReqs/FC-RC-CMO-Contracts.htm#cmo>

This site will likely be updated with 2010 contract information as soon as the contract is finalized.

11. Future Meeting Dates:

Provider Quality Council - August 24th, 2009, 1:00 to 2:30 p.m., CCCW-Stevens Point Office, Conference Room 113 – Use front entrance.

Member Quality Council – August 26th, 2009, 1:00 to 2:30 p.m. CCCW-Stevens Point Office, Conference Room 319 – Use back entrance (double doors w/logo)

CCCW Quality Committee (includes both Councils) – September 23, 2009 1:00 to 2:30 p.m. CCCW-Stevens Point Office, Conference Rm 319 – Use back entrance (double doors w/ logo)

12. Motion to adjourn by Schroda; second by Cherwinka. Approved.

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