

**ACCR
Quality Improvement Committee Meeting
Minutes**

December 4, 2009

Co-Chair(s):		James Kindler	Victoria Livingstone	
Note Taker:	Marilyn Micknowski			
Attendees:	Wendy Drapcho	Meg Park	Sarah Goldstein	Harold Hartger
	Carly Mathison	Elizabeth Dembowski	Marilyn Micknowski	Steven Christian-Michaels
	James Kindler	Victoria Livingstone	Kathleen Papalio	Harold Hartger

WELCOME/INTRODUCTIONS: Please again welcome the newest people to our group:

Carly Mathison, an intern accompanying Steven from the Family Services Western PA
Kathleen Papalio, an intern accompanying Harold from Mercy Behavioral Health / Peer worker.

ANNOUNCEMENTS:

- Community Care's Annual Conference will be held on March 23, 2010. This year's theme will be Care for Children, Youth, Young Adults and Families. ACCR's Child & Family Recovery/Resiliency Committee will be presenting their Toolkit. Please put this on your calendar so that we may support them for this exciting, first-ever, ACCR committee conference presentation. ACCR has been having information tables at conferences for years. This is the first time ACCR is taking a more educational role as one of the presenters! Go ACCR Child & Family!!!
- Another ANSA Stakeholders Meeting will be held on Friday, Dec. 11, 2009 from 1PM – 2:30PM @ the Department of Human Services, 1 Smithfield Street on the 3rd floor in the Steelers Room.

DISCUSSION ITEMS

Agenda Item: SPA Update

Committee Spokes Person: Steven Christian-Michaels

Committee Goal Being Addressed: Update regarding assessment tools

Discussion:

ANSA tool: There will be a second stakeholders meeting to fine tune the verbiage of the updated tool. By our next QI there should be a completed "version 2." During January and February it will be more widely distributed to other groups and agencies and presented at various meetings. After which some reliability testing will be done then it will go to the State for approval as a replacement for the Adult environmental matrix.

Service Plan (Hard Copy) implementation: Child / Adult stakeholders need to come together to come up with a common structure, change the data fields for both, to be put in together instead of having separate databases for each. Steven has been continually distributing the Service Planning brochures; 2 – 3 thousand at a time to every agency he visits.

Implementation of base salary increases: CCBH gave the base rate we were looking over a 5 year period, all in one year. Distribution will be phased in over three years: \$27,500 / \$29,500 / \$32,000.

Communication of SPA: Presented SPA Initiative to 70 psychiatrists at WPIC. It will also be presented to senior leadership at WPIC, to Milestone in January, to Family Services and Mercy later this month. RTF providers, Family-Based, BHRS and an Inpatient Providers meeting next week.

There is now a NEW SPA web page: www.allegHENYcounty.us/dhs/spa.aspx

Base Line Consumer Survey: 100 consumers were interviewed from May 2009 thru October 2009 thru collaboration with CART of Allegheny, AHCI and the County. Data on frequency of consumer visits with their Service Coordinators will be used in future years to see if the frequency of visits is more variable than the minimum required by regulation.

Service Coordination Training Module: Any specific comments anyone has regarding the job description please send to Steven ASAP; the window will be closing soon. Steven met with all the newest Mentors the first week of November; quality control standards will be looked at to make sure nothing gets overlooked. First service coordination certificate course will be in spring 2010, next fall those deciding to stay in their positions will sign up for field placements at each agency. Mike Gruber has been driving the Marketing Committee to get the word out. They will be using new technologies for communications such as *Twitter* and *Face Book* to get the word out.

Robin Orlando will be joining us at our next meeting, showing us the progress of their process for updating the assessment tool “Version 2”.

Action Item	Person Responsible	Target Date
Keeping this committee updated on SPA	Steven Christian-Michaels	Ongoing

Agenda Item: Updates from the ACCR Committees’ Co-Chairs meeting

Committee Spokes Person: James Kindler and Victoria Livingstone

Committee Goal Being Addressed: All Committees working together

Discussion:

Topics that this committee would like to work on. We have the opportunity to take on other objectives. One of the initiatives discussed was the statistic that people with Severe Mental Illnesses who are receiving publically funded behavioral health services have a life expectancy that is 25 years *less* than the general population. This committee has decided to take on the 25 year deficit issue. Items for consideration:

- Stigma and discrimination must be decreased at PCPs offices.
- PCPs must communicate with BH care providers.
- Socioeconomic issues should be taken into account when discussing exercise for people who are overweight and clinically depressed as well as nutritional choices.
- Harold suggested we should do something that features people who are doing things for their wellness. This should be showcased so people know how to take care of themselves.
- Meg mentioned the original study available in an article with statistics from Joseph Parks from the National Association of State Mental Health Program Directors (NASMHPD).
- SAMSHA has a “10 in 10” initiative to help *decrease* the 25 year discrepancy by 10 years in 10 years.
- NAMI is working on an initiative called “Positive Deviance that emphasizes the characteristics and behavior of people who defy the norm by living longer, healthier lives.”
- James suggested we produce a document that gives reasons for PCPs to communicate with their consumers’ Mental Health providers. One new ACCR goal is to increase respectful communication between providers and consumers. The way PCPs communication with BH consumers could be a focus of a paper we could write
- We could partner with the Consumer-Provider Collaborative who is planning to do dialogues between PH/MH providers and consumers—some of the material in our paper could be based in the common themes that emerge that they write up in summaries (Additionally, PCPs need to be educated on the needs of their MH consumers since many people outside of the community BH system get their Mental Health medications from their PCPs.)
- PCPs and Mental Health providers may not treat a person’s PH symptoms the same way: i.e. – a complaint of heart palpitations to a PCP would mean running tests for heart disease possibly, but if the person is also a BH consumer it may be attributed to stress and anxiety and ignored
- Harold suggested we could develop a monthly “blurb” (on ACCR’s Website on a new Wellness Page) about programs that are doing something new that consumers would enjoy reading about or take advantage of. Word of mouth would have more people looking at ACCR’s website. We could update each month, encouraging people to keep going back to our website for continuing updates and new programs. We may want to partner with the Education and/or the Public Awareness Committees for this.
- Also discussed, we each need to research the 25 year deficit on our own so we all can become familiar with the processes that were compiled to come up with this statistic. Meg will begin to circulate information she receives regularly on the research and programs dealing with this issue.

Action Item	Person(s) Responsible	Target Date
Plans on putting together a document about the 25 year deficit	All QI Committee members	To begin at January QI meeting
Co-chairs will speak at the January SC with other chairs about Partnering with them on combing efforts.	Victoria and James	January 29

Educating ourselves (individually) on the background of how this statistic came about.	Meg will circulate journal articles on research being done, newsletters and programs/initiatives in place.	To begin this week.
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Agenda Item: Action steps for the ACCR QI Committee
Committee Spokes Person: All Committee members
Committee Goal Being Addressed: Final goals and objectives
Discussion:

Next time we meet we need to make an action plan and to solidify what our project is going to be. Everyone needs to look at the ACCR website before the next meeting and bring back their thoughts and ideas on what needs to be updated, changed, or added to the website. Meg requested 10 minutes on next month's agenda to discuss of the plans of the Website committee for the ACCR website redesign project.

Action Item	Person Responsible	Target Date
Checking out the ACCR website	All Committee members	Next QI meeting

NEXT MEETING has changed to the SECOND Friday of January

Date: Friday, January 8, 2010
Location: One Chatham Center, 3rd floor (Sarah will secure the conference room and contact us with the room #.)
Time: 12Noon – 1:30PM
