

Bassett Health Home QMP Meeting Minutes

Date:	1/17/2024	Attendees:	Miranda Blakeslee, Bridget Lamp, Kali Angell, Tosh DeMulder, Vince Nucero, Jody Kendrick, Kimberly Botti, Kelsey Thayer, Erika Barber, Kathy Ashe
Location:	Zoom		

Discussion Topic	Presenter	Notes:
Introduction	Miranda Blakeslee	Kim introduced herself to the team and introduced nurse care navigator. Vince introduced himself as dept director of Chenango County SPOA for adult and children. Setting the tone for 2024 - 2023 focus was reshaping and getting things up and running with our Quality program and set up the health home. - In 2024 we would like to provide better quality care with the DOH policy. Partnerships with other partners will help us impact our service provision for members we support. - Workgroup/ Committee- would like PCP and or Mental Health Provider to join the QMP, no longer requiring each downstream partner to have representation.
Performance Improvement Data	Miranda Blakeslee	What are your expectations? -Data- regarding out progress across the network. So that we can discuss ways to improve. *CES Tool, Billing, Enrollment Data, Disenrollment data, Comprehensive tool, improving engagement and plans of care. *Refocus on growth for this group and make sure that we are sharing best practices and linkages to community resources. Get the info for the group then determine how to disseminate that info. *Collaboration- Utilizing members of the committee to assist with engagement in services. *Improvement in outreach by having community service providers CBO/HH service working together. *Training opportunities- providing accurate information to providers and navigators. *Referrals- more info in the narrative as it helps with the initial appropriateness tool.

DOH / Policy Review	Miranda Blakeslee	Designation- we are waiting to get our score back. We were part of a pilot for this. More to come at our next meeting. CES Tool- Eligible for HH+, show Psykes report in Netsmart, regardless of if they are enrolled in HH+, noted in Hallmark event by a navigator- Miranda will see if we can add a tab or drop down for that- either in notes or Hallmark Events. When the tool is completed and a decision is made to disenroll it starts a 2 months for disenrollment is to allow for research around continued enrollment if possible. If it is found that disenrollment is needed then we should do that within a month just like a regular disenrollment. Supervisors can't overturn a CES decision for disenrollment we need to follow the 2 month disenrollment process above. Initial Appropriateness- Referral Coordinator is doing them for the most part but make sure they are fixed as needed, abbreviated comp for folks coming out of DSE or Excluded Setting. HH+- talking to members about the benefit of this level of care navigation so they opt in. Plan of Care- making sure we are making person centered non-maintenance goal, incremental changes, making sure documents are organic and everchanging. Making goals that are achievable so that everyone understands what they need to do and their role in the process (care manager vrs member responsibility). Best practice on making sure we are including non- maintenance goals, we can have a list of these on the portal.
Case/Incident Review	Kali Angell	NA
Identified Critical Issues	All Attendees	See above
Open Forum	All Attendees	- Possible proposed budget cuts/ 1115 waiver updates- more on this in the next meeting or as information becomes available.