

Bassett Health Home QMP Meeting Minutes

Date:	3/20/2024	Attendees:	Tosh DeMulder, Kathy Ashe, Miranda Blakeslee, Kelsey Thayer, Erica Thomas, Kali Angell, Jen Knauss, Jetta Carrig, Erica Barber
Location	Zoom		

Discussion Topic	Presenter	Notes
------------------	-----------	-------

DOH / Policy Review	Miranda Blakeslee	Comprehensive Assessment - initial comps and annual comps can be finalized now just be sure to complete the date of when the assessment was completed so that we get appropriate credit for our work. Incident Process-We are working with our communications team to set up the form appropriately and that will be available on our main page. We are still having issues on the partner portal page. We are also working on permissions for teams channels to be created for downstream partners so that we can have more immediate contact with one another. We have been using it internally and it has been great for our program so far. Referral process- we are considering upstream referrals and see this as an efficient process, we may need to do some collaborative work around the referrals if partners need assistance. We will likely do some quality work around this. We think that this process will improve efficiencies. Designation- Power Point see attached The comp assessment is an area that was highlighted in the audit for designation. - incomplete sections -some were not done as thoroughly as others Missing questions in the annual assessment Our idea- rather than having the initial and annual assessment- we would like to just have one all-inclusive assessment. Would we be keeping the abbreviated? - Yes we would like to keep that so that. Would it prepopulate for the next year? Miranda says that we meet with Netsmart tomorrow so we would like for that to happen. Disenrollment findings- 5235- lack of upload Plan of Care- not being ended. Miranda and Jen discussed best practices- Kali and Tosh- goal statement would need to be ended the same as objectives and interventions in the care manager note. Disenrollment Process Plan - resources about how to reenroll or community resources We will be creating a mini training around this process- should be our next training. We will also be looking at the discharge summary. Supervisors review prior to disenrollment. Increase quality checks around proper completion. Other findings - Navigators contact info not provided at enrollment- documentation- we are working on a template- RSS and Bassett will collaborate around that
---------------------	-------------------	--

		- HCBS not screened for annually- we need to make sure that this is part of our Annual for HARP enrolled member- we plan to have ICAN assist with training around this -Safety and Crisis plan- we have it set up in NetSmart and need to make sure that everyone has a plan in place, we will develop a mini training around this as soon as possible, perhaps RSS- WRAP plan might be something that we could look at and a training around would be great. Jen- The new OMH hospital guidelines follow up requires quite a bit, can we have that in HIXNY?- maybe it would be an MCO collaboration? -Care Team Involvement- this is part of our person-centered planning training, we just need to ensure timelines and documentation are consistent, Tosh asked about timing- Miranda stated that it should be around the same time as an annual poc. 810 annual review note should be used for poc. Hallmark event should be the day of the care team. -HIV/AIDS Education- possibly a lack of training in this area- making sure we are meeting training requirements HH+ 20 of 40 annual required hours must be around the HIV/AIDS population annually- make sure we are providing resources around this topic to members- this is an area that needs to be completed more thoroughly -Plan of Care- signatures missing, no record of navigator contact information being provided- RSS checks all plans and does not bill if the signature is missing.
--	--	--

Open Forum	All Attendees	Open Forum Discussion around duplicative work- 5055/consents tab etc were discussed. - It is required because of the linkages to the plan and the required clinical Care team meetings- documentation- putting the annual note in the hallmark event as well as if feedback was achieved. If the meeting did not include care team members? In hallmark event just say see note dated, in attendance was.... attempts were made to include ex pcp- message sent in epic requesting additional information. Template for 810 annual reviews as well as the Hallmark events, we will include that in or resources to the team. Any areas that we could assist with? We have seen DSE decrease- increase in the quality of contacts people tend to pick-up from a navigator that they aren't used to being contacted by We will be looking at billing a bit, due to reduced enrollment and less then 90% billing so we will be working on setting up a process to review and track billing, we plan to provide that data to the team so that we can look for efficiencies and improvements. Moving quality to a more proactive reports- POC out of date, POC left in draft hopefully the KPI dashboards will help with that. Miranda- We want to thank everyone for all of your work over the past year. This team has done alot to move in the right direction and we hope that we can continue to improve and look forward to the next 2 years. Once EOP is written we will share it with the team so that we can work through the changes needed in the future.
------------	---------------	--