



Clinical Advisory Committee Meeting Minutes

Date: April 2, 2019

Meeting Called By	Hillary Faulk Vaughan, LPA - Chairperson				
Type of Meeting	Clinical Advisory Committee (CAC) Face to Face Meeting - Jacksonville, NC Office Remotely via WebEx 3:30 pm - 5:00 pm				
ATTENDEES					
NAME	Present	NAME	Present	NAME	Present
Dr. Michael Smith Trillium Health Resources Chief Medical Officer	<input checked="" type="checkbox"/>	Dr. Kimberly Greer Trillium Health Resources, Senior Staff Psychologist	<input checked="" type="checkbox"/>	Khristine Brewington, LPC, LCAS, CCS, CCJP Trillium Health Resources, Network Department Director	<input checked="" type="checkbox"/>
Hillary Faulk Vaughan, LPA Chairperson Physician Alliance for Mental Health, Clinical Director	<input checked="" type="checkbox"/>	Glenn Buck, LCAS Vice Chair Person PORT Health Services Clinical Director	<input checked="" type="checkbox"/>	Natasha Holley, LCSW Integrated Family Services, Clinical Director	<input type="checkbox"/>
Pamela Morrison, LPA, LCAS Coastal Horizons, Clinical Program Director	<input type="checkbox"/>	Dr. Joshua Pagano Cherry Hospital Forensic Psychiatrist	<input checked="" type="checkbox"/>	Gary Bass, LCSW PRIDE in NC, Executive Officer	<input checked="" type="checkbox"/>
Lisa Atkins, LCSW A Helping Hand of Wilmington, Clinical Director	<input type="checkbox"/>	Dr. Diane Antonacci Psychiatrist	<input checked="" type="checkbox"/>	Griffin Sutton, PhD Tidal Neuropsychology PLLC, Director	<input type="checkbox"/>
Dr. Robby Adams, LIP Various, Medical Director	<input checked="" type="checkbox"/>	Fonda Gonzales, LPC, NCC, Trillium Health Resources Director of Quality Management	<input checked="" type="checkbox"/>		<input type="checkbox"/>

AGENDA

1. **Agenda topic:** Welcome./Call to Order
Presenter(s): Hillary Faulk Vaughan

Discussion	• Introductions were made and all members were welcomed.		
Conclusions	• N/A		
Action Items	Person(s) Responsible	Deadline	
• N/A	N/A	N/A	

2. **Agenda topic:** Review and Approval of February 12, 2019 Meeting Minutes
Presenter(s): Hillary Faulk Vaughan

Discussion	• Minutes were emailed to each Committee member. Ms. Vaughan asked the Committee members if there were any corrections or additions to the written minutes from the February 12, 2019 meeting.		
Conclusions	• The minutes were approved as written		
Action Items	Person(s) Responsible	Deadline	
• N/A	N/A	N/A	



3. Agenda topic: QIP Active, Retired, and New Projects Required by URAC and EQR
 Presenter(s): Dr. Michael Smith

<p>Discussion</p>	<ul style="list-style-type: none"> • A Summary of Active Trillium Quality Improvement Projects grid was handed out to committee members. QIP's are required by URAC and EQR. • <u>DMA and DMH Mental Health 7 Day Follow-Up QIP</u> - DMA/DMH Mental Health 7-day follow up identifies individuals who have a mental health diagnosis on their discharge claim form from a community hospital, facility based crisis center, or a state psychiatric hospital, and whom attend a follow-up appointment between one and seven days. We want to insure that members have follow up appointments. Same day follow-ups do not count. These are super measures, which the state has implemented to gauge our performance as an MCO. There are penalties associated with not meeting those performance standards. The goal of each of the measures is 45% or more of individuals receiving a follow-up visit within 7 days of discharge. • <u>DMA and DMH Substance Abuse 7 Day Follow-Up QIP</u> - DMA/DMH added a new performance measure related to Mental Health 7 day follow-up, which identifies individuals who have a substance use diagnosis on their discharge claim. The goal of each of the measure is 45% or more of individuals receiving a follow up visit within 7 days of discharge. Trillium Health Resources has spoken with many state and community hospitals regarding their discharge planning and the processes they use. This is a difficult population to follow-up on after discharge. The committee discussed some possible suggestions regarding discharge planning. • <u>Increasing Provider Satisfaction Related to the Appeals Process for Denial, Reduction, or Suspension of Services</u>. This is an annual measurement which the data is based on question #26 on the Annual Provider Satisfaction Survey. • <u>Monitoring of In Reach Contacts for TCLI</u> - this is part of the Olmstead Settlement for the Transitions to Community Living (TCLI) Program. Part of this agreement is to make sure that persons with mental illnesses are able to live in the least restrictive environment within their communities. Those members part of this program must have follow up by phone, face to face, or by letter at least once each 90-day period to determine their interest and readiness to transition to or back into independent living. 		
<p>Conclusions</p>	<ul style="list-style-type: none"> • N/A 		
<p>Action Items</p>	<p>Person(s) Responsible</p>	<p>Deadline</p>	
<ul style="list-style-type: none"> • Continue to review and monitor all QIPs. Any suggestions regarding interventions on discharge planning can be forwarded to Dr. Smith. 	<p>Committee Members</p>	<p>N/A</p>	

4. Agenda topic: External Quality Review Schedule of Events

Presenter(s): Dr. Michael Smith

Discussion	<ul style="list-style-type: none"> The External Quality Onsite Review for Trillium Health Resources will be on June 5th and 6th. 	
Conclusions	<ul style="list-style-type: none"> Trillium will be preparing for the upcoming External Quality Review. 	
Action Items	Person(s) Responsible	Deadline
<ul style="list-style-type: none"> N/A 	N/A	N/A

5. Agenda topic: URAC and NCQA Update

Presenter(s): Fonda Gonzalez

Discussion	<ul style="list-style-type: none"> NCQA is a requirement by the state to operate under the Standard Plan. Trillium is currently in the process of evaluating our internal protocols, plans and procedures. Trillium is also working with an experienced consultant to assist with becoming NCQA accredited. There are detailed time frames and data driven documents we will be developing and accessing in the upcoming months. <ul style="list-style-type: none"> July 2019 is the timeframe that all revised policies and procedures are to be in place and implemented. August 2019 - Trillium will complete an internal assessment to evaluate how we did on revising our internal practices. September 2019 - Trillium will submit our initial application and sign a contract with NCQA. December 2019 - Trillium will officially start functioning under the NCQA standards. July 2020 will be our NCQA onsite review. 	
Conclusions	<ul style="list-style-type: none"> Trillium will be preparing for the upcoming NCQA Accreditation 	
Action Items	Person(s) Responsible	Deadline
<ul style="list-style-type: none"> N/A 	N/A	N/A

6. Agenda topic: HEDIS Measures to select for measuring Network Performance

Presenter(s): Dr. Michael Smith and Fonda Gonzalez

Discussion	<ul style="list-style-type: none"> NCQA is clinically driven and uses HEDIS measures. Trillium is in the process of choosing some of those measures we can use for the generation of reports to indicate network adherence to these standards. One measurement is a SAA measurement and includes diabetes screening for people with schizophrenia or bipolar disorder who are using antipsychotic medications. We will need to improve our metabolic monitoring project to comply with this HEDIS measure. How can we best affect the rate of people getting those labs completed? Committee discussion regarding some possible ideas to increase the rate of people completing labs. The process will affect all areas to include the Call Center, UM outpatient level of care, and Care Coordination. Another possible measure to select would be the measurement of Network Performance. The QM and our Informatics team created a quarterly report generated on certain topics such as claims, complaints, 	
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	authorization time periods and approval and denials. Based on what is currently being reported, the committee was asked for suggestions on what they would like to see reported and measured in the future.	
Conclusions	<ul style="list-style-type: none"> N/A 	
Action Items	Person(s) Responsible	Deadline
<ul style="list-style-type: none"> Any recommendations that will improve how to increase the number of those getting their labs. Suggestions on what data to be reported and measured. 	Committee Members	Ongoing

7. Agenda topic: New Member for Clinical Advisory Committee - Sharlena Thomas
Presenter(s): Dr. Michael Smith

Discussion	<ul style="list-style-type: none"> A copy of Sharlena Thomas's resume was emailed to all committee members for review. A motion was made to nominate Ms. Thomas as a member. 	
Conclusions	<ul style="list-style-type: none"> The committee approved Ms. Thomas as a new member of the Clinical Advisory Committee. 	
Action Items	Person(s) Responsible	Deadline
<ul style="list-style-type: none"> N/A 	N/A	N/A

8. Agenda topic: Meeting Date and Time
Presenter(s): Dr. Michael Smith

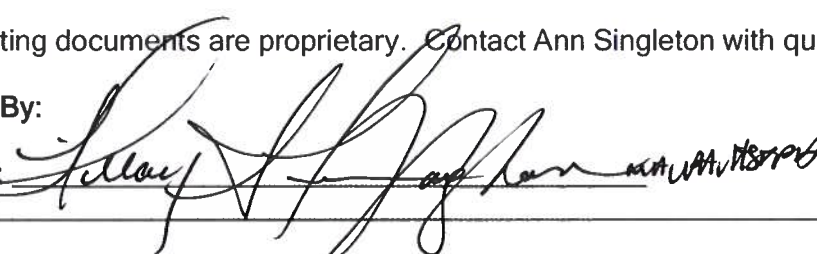
Discussion	<ul style="list-style-type: none"> There was discussion on moving this meeting to an earlier time and a different day of the week. A motion was made to move the meeting to the following Friday, and change the meeting time to 1 p.m. 	
Conclusions	<ul style="list-style-type: none"> The committee approved the new day and time of the meeting. 	
Action Items	Person(s) Responsible	Deadline
<ul style="list-style-type: none"> N/A 	N/A	N/A

Meeting Adjourned at 5:05 P.M.

Next Meeting Date: June 7, 2019
 (All meetings convene from 1:00 P.M. to 2:30 P.M.)

All supporting documents are proprietary. Contact Ann Singleton with questions.

Accepted By:

Signature: 

 Date: _____