



Date: April 23, 2019

Meeting Called By	Diane Berth				
Type of Meeting	WebEx				
ATTENDEES					
NAME	Present	NAME	Present	NAME	Present
Dr. Michael Smith Chief Medical Officer Trillium	<input checked="" type="checkbox"/>	Rachel Jordan * QM Director - Carobell	<input checked="" type="checkbox"/>	Krissy Vestal Performance Improvement Manager Trillium	<input checked="" type="checkbox"/>
Kimberly Ennis * Hospital Representative Vidant Medical Center	<input checked="" type="checkbox"/>	Catreta Flowers * CFAC	<input checked="" type="checkbox"/>	Elizabeth Leggett * IDD Provider BCDC	<input checked="" type="checkbox"/>
English Albertson * IDD Provider Director of Program Operations Monarch	<input checked="" type="checkbox"/>	Diane Berth * Licensed Independent Practitioner	<input checked="" type="checkbox"/>	Frank Messina * Southern Regional CFAC	<input type="checkbox"/>
Fonda Gonzales Director of Quality Management Trillium	<input checked="" type="checkbox"/>	Ryan Estes * Treatment Ops Director Coastal Horizons SU & MH Adult Provider	<input checked="" type="checkbox"/>	Vanessa Gibbs Data Manager Trillium (Guest)	<input checked="" type="checkbox"/>
Ron Lowe * Northern Regional CFAC	<input checked="" type="checkbox"/>	Lindsay Joines * SU Provider Coastal Horizons	<input type="checkbox"/>	Vacant * Network Physician	<input type="checkbox"/>
Marguerite Rhodes * Southern Regional CFAC	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>

AGENDA

1. Agenda topic: Introductions, Agenda, Minutes

Presenter(s): Diane Berth

Discussion	<ul style="list-style-type: none"> Introductions were made by each member New members in attendance were Kimberly Ennis representing Vidant Hospital and Ron Lowe representing Northern Region CFAC. New members introduced themselves and shared their background information. New members not in attendance were Marguerite Rhodes and Frank Messina. January 22, 2019 minutes were approved as written Survey results were added to the agenda 		
Conclusions	<ul style="list-style-type: none"> N/A 		
Action Items	Person(s) Responsible	Deadline	
<ul style="list-style-type: none"> N/A 			

2. Agenda topic: Vote on New Member(s)

Presenter(s): Diane Berth

Discussion	<ul style="list-style-type: none"> The GQIC held a vote on new members (Ron Lowe, Kimberly Ennis, Rachel Jordan, Frank Messina & Marguerite Rhodes). All were unanimously approved for membership. 		
Conclusions	<ul style="list-style-type: none"> N/A 		
Action Items	Person(s) Responsible	Deadline	
<ul style="list-style-type: none"> N/A 			



3. Agenda topic: Follow up Items

Presenter(s): Diane Berth

Discussion	<ul style="list-style-type: none"> • Krissy – Add nominations to the next meeting agenda – Completed • Krissy – F/u on recruiting all committee vacancies – Completed • Fonda – F/u on posting GQIC vacancies on website page – Completed • Diane – Review GQIC PowerPoint and email to members - Completed • Krissy – Add member recommendations for GQIC PowerPoint to April agenda – Completed • Krissy – F/u on removing blinded peer review articles from website - Completed • Diane – Update work plan with recommendations - Completed • Krissy – F/u on QIP discussion for non-billable claims data - Completed • Krissy – F/u on #11 – Oct 2018 Grievance Detail – Completed • Krissy – F/u on removing incidents by county data page - Completed 		
Conclusions	• N/A		
Action Items	Person(s) Responsible	Deadline	
• N/A			

4. Agenda topic: Review of Survey Results

Presenter(s): Vanessa Gibbs

Discussion	<ul style="list-style-type: none"> • The ECHO Survey for Adults and the ECHO Survey for Children were presented and reviewed by Vanessa Gibbs, Trillium Data Manager. These surveys are completed annually. Overall satisfaction results for adults was 75%. Overall satisfaction results for children was 65.3%. There were no questions or concerns noted. • The Perception of Care Survey was presented and reviewed in detail. This survey is completed annually. There were 907 Adult respondents, 327 Youth respondents and 271 Parent/Family respondents. There were no questions or concerns noted. • The Provider Satisfaction Survey was presented and reviewed in detail. This survey is administered annually. There were 248 respondents. Overall there was an 84.3% satisfaction rating which was an increase from last year. There were no questions or concerns noted. 		
Conclusions	• N/A		
Action Items	Person(s) Responsible	Deadline	
• N/A			

5. Agenda topic: Vice-Chair Nominations

Presenter(s): Diane Berth

Discussion	• Catreta nominated Elizabeth for Vice-Chair, she accepted the nomination and all members approved.		
Conclusions	• N/A		
Action Items	Person(s) Responsible	Deadline	
• N/A			

6. Agenda topic: Member Seat Openings

Presenter(s): Diane Berth

Discussion	• Diane shared there are two vacancies left to fill (MH Adult Representative and Network Physician). She asked if any current GQIC member served the MH Adult population and if so could fill dual seats on the committee. Ryan Estes volunteered to fill dual seats and will now represent SU and MH Adult. Dr. Smith has candidates in mind for the Network Physician vacancy and will reach out to them regarding membership.		
Conclusions	•		
Action Items	Person(s) Responsible	Deadline	
• Reach out to candidates for membership	Dr. Smith	Open	

7. Agenda topic: QOIC Work Plan Review/QOIC PowerPoint

Presenter(s): Diane Berth

Discussion	<ul style="list-style-type: none"> The work plan was updated with all recommendations requested from the January meeting. Diane reviewed the updated work plan in detail. For Activity #1. 3. the PowerPoint presentation was pended for possible future changes. Activity #2. 2. b. will be removed from the work plan as the sub-committee will not reform. There were no other questions or concerns noted. 		
Conclusions	<ul style="list-style-type: none"> N/A 		
Action Items	Person(s) Responsible	Deadline	
<ul style="list-style-type: none"> N/A 			

8. Agenda topic: Trillium QIP Updates

Presenter(s): Krissy Vestal

Discussion	<ul style="list-style-type: none"> Krissy reviewed the Trillium QIP updates and current measurements for each QIP. There were no questions or concerns noted. 		
Conclusions	<ul style="list-style-type: none"> N/A 		
Action Items	Person(s) Responsible	Deadline	
<ul style="list-style-type: none"> N/A 			

9. Agenda topic: Provider QIPs/Peer Reviews & Accreditation

Presenter(s): Krissy Vestal

Discussion	<ul style="list-style-type: none"> All provider QIPs have been scored and letters mailed out. Over the years scores have increased and all providers were submitting them as required. Trillium will no longer require providers to submit QIPs by July 31st each year. Providers will still be expected to conduct QIPs and quality improvement activities. Trillium will continue to offer peer reviews and Trillium's QM department will be available for any technical assistance needed. The training will continue on-line. This change will be updated in the provider manual and in the on-line training. URAC was on-site in January and Trillium has officially received a 3 year accreditation from URAC. Trillium is also pursuing accreditation with the National Committee for Quality Assurance (NCQA). 		
Conclusions	<ul style="list-style-type: none"> N/A 		
Action Items	Person(s) Responsible	Deadline	
<ul style="list-style-type: none"> N/A 			

10. Agenda topic: Provider QIP Presentation

Presenter(s): Elizabeth Leggett

Discussion	<ul style="list-style-type: none"> Elizabeth presented her agency's QIP regarding their Human Resources exit interview process. This QIP has already been submitted to Trillium. Elizabeth shared that in 16-17, 15 staff members left their organization and in 17-18 that rate doubled to 30 staff members. The QIC, Leadership and the Board of Directors at BCDC felt they needed to look more closely into this issue to find out what was transpiring. Due to multiple changes in HR positions only 15% of exit interviews were completed. The goal to increase this by 30% for year 17-18 was met. Additional QIPs were implemented and continue for this fiscal year relating to employee separation. Information and data continues to be reviewed to assess reasons for employee separation. As of the 3rd quarter, 25 employees have separated from the organization. As this issue is ongoing additional strategies have been implemented. Separated employees were grouped by department and it was determined causes were a member of management being out on long term disability, administrative issues, the desire for higher salary/benefits and changes in leadership. There were no questions or concerns noted. 		
Conclusions	<ul style="list-style-type: none"> N/A 		
Action Items	Person(s) Responsible	Deadline	
<ul style="list-style-type: none"> N/A 			

11. Agenda topic: 3rd Quarter Data Report**Presenter(s): Krissy Vestal**

Discussion	<ul style="list-style-type: none"> The Third Quarter 2018-2019 GQIC Report was presented and reviewed in detail. The unduplicated members served was 33,509 for this quarter (1/1/2019 – 3/31/2019). Krissy will follow-up on the meaning of the “Does Not Apply” category on Page 4. There were no Grievances against the LME for February. Follow-up was requested on what the “Accessibility” category represents (Page 6). There were no other questions or concerns noted. 		
Conclusions	<ul style="list-style-type: none"> N/A 		
Action Items	Person(s) Responsible	Deadline	
<ul style="list-style-type: none"> F/u on meaning of “Does Not Apply” Page 4 F/u on meaning of “Accessibility” Page 6 	Krissy Vestal Krissy Vestal	Open Open	

12. Agenda topic: Open Agenda**Presenter(s): All Members**

Discussion	<ul style="list-style-type: none"> All members were in agreement to move the GQIC Meeting place from First Street to 1708 East Arlington Blvd. 		
Conclusions	<ul style="list-style-type: none"> N/A 		
Action Items	Person(s) Responsible	Deadline	
<ul style="list-style-type: none"> N/A 			

Meeting Adjourned**Next Meeting Date: July 23, 2019**

(All meetings convene from 10am – 12pm unless otherwise specified)

Supporting Document/Attachment for Minutes:

- Agenda
- Minutes from previous meeting
- GQIC Work Plan
- Trillium QIP Grid
- Provider QIP Presentation
- 3rd Qtr. Data Report

Submitted by Susan Massey

 Signature of
 Diane Berth, Chair
 Licensed Independent Practitioner

 Date