

Date: October 4, 2019

Meeting Called By	Dr. Michael Smith, Chief Medical Officer				
Type of Meeting	Clinical Advisory Committee (CAC) Face to Face Meeting Remotely via WebEx 1:00 pm – 2:30 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, VP of Network	<input checked="" type="checkbox"/>
Dr. Paul Garcia Trillium Health Resources Staff Physician	<input checked="" type="checkbox"/>	Lauren Swain, MA, LPC, LCAS, Trillium Health Resources, Director of Early Intervention	<input checked="" type="checkbox"/>	Julie Kokocha, BS, AHFI, Trillium Health Resources, Director of Network Accountability	<input 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"/>	Fonda Gonzalez, LPC, NCC, Trillium Health Resources, Director of Quality Management	<input type="checkbox"/>
Pamela Morrison, LPA, LCAS Coastal Horizons, Clinical Program Director	<input checked="" 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 type="checkbox"/>	Griffin Sutton, PhD Tidal Neuropsychology PLLC, Director	<input type="checkbox"/>
Dr. Robby Adams, LIP Various, Medical Director	<input checked="" type="checkbox"/>	Sharlena Thomas, LPCS, LCAS, CCS, RHA State Clinical Director	<input checked="" type="checkbox"/>	Natasha Holley, LCSW Integrated Family Services, Clinical Director	<input type="checkbox"/>

AGENDA

1. Agenda topic: Welcome/Call To Order

Presenter(s): Dr. Michael Smith

Discussion	<ul style="list-style-type: none"> • Introductions were made and all members were welcomed. 	
Conclusions	<ul style="list-style-type: none"> • N/A 	
Action Items	Person(s) Responsible	Deadline
<ul style="list-style-type: none"> • N/A 	N/A	N/A

2. **Agenda topic:** Review and Approval of August 9, 2019 Meeting Minutes

Presenter(s): Dr. Michael Smith

Discussion	<ul style="list-style-type: none"> Minutes were emailed to each Committee member. Dr. Smith asked the committee members if there were any corrections or additions to the written minutes from the August 9, 2019 meeting. 		
Conclusions	<ul style="list-style-type: none"> Motion made by Glenn Buck and seconded by Gary Bass to approve the minutes as written. Those present voted unanimously to accept the minutes as written. 		
Action Items	Person(s) Responsible	Deadline	
<ul style="list-style-type: none"> N/A 	N/A	N/A	

3. **Agenda topic:** QIP Review

Presenter(s): Dr. Michael Smith

Discussion	<ul style="list-style-type: none"> The Committee reviewed the summary of active Trillium Quality Improvement Projects. <p style="margin-left: 40px;"><u>DHB and DMH Mental Health 7 day follow up QIP</u> – Trilliums goal for this measure is at 45% or more of individuals discharged from community hospitals, facility based crisis, or state psychiatric hospitals will receive a follow-up visit within 7 days of that discharge. The state benchmark is 40%. Currently, Trillium is at 43.2%. Measurement #5 is based on local data collected and analyzed by Trillium and may not coincide completely with the data used by the State for this measurement.</p> <p style="margin-left: 40px;"><u>DHB and DMH Substance Use 7 day follow up QIP</u> – Trilliums goal for this measure is at 45% or more of individuals discharged from community hospitals, facility based crisis, or state psychiatric hospitals will receive a follow-up visit within 7 days of that discharge. The state benchmark is 40%. Currently, Trillium is at 46.5%.</p> <p style="margin-left: 40px;"><u>Increasing Provider Satisfaction Related to the Appeals Process for Denial, Reduction, or Suspension of Service(s) QIP</u> – this is an annual measure and Trillium is currently at 80.9%. Our benchmark was 77.5%.</p> <p style="margin-left: 40px;"><u>Monitoring of In-Reach Contracts TCLI QIP</u> – Trilliums current measurement is 96.7%. We are on target for this benchmark.</p> The Provider Satisfaction survey ties into EQR. EQR recommended setting a defined benchmark instead of using the average score as a benchmark. Quality Management is researching what that benchmark should be and asks the Clinical Advisory Committee for input regarding their recommendations of what the benchmark should be.
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	<ul style="list-style-type: none"> 7 Day Follow Up - The committee discussed what we could recommend to improve the process of the 7-day follow up. The Committee was asked if anyone knew of a standard that we could possibly adopt. Many suggestions were discussed. 				
Conclusions	<ul style="list-style-type: none"> N/A 				
Action Items	<table border="1"> <thead> <tr> <th>Person(s) Responsible</th> <th>Deadline</th> </tr> </thead> <tbody> <tr> <td>All Committee Members</td> <td>Ongoing</td> </tr> </tbody> </table>	Person(s) Responsible	Deadline	All Committee Members	Ongoing
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All Committee Members	Ongoing				

4. Agenda topic: NCQA Update

Presenter(s): Dr. Michael Smith

Discussion	<ul style="list-style-type: none"> Trillium has submitted the application for NCQA Accreditation and it has been accepted. All of our policies and procedures have been put in the NCQA formats. Trillium will have a date in June to do a document upload and the onsite review will be in late July or early August. 				
Conclusions	<ul style="list-style-type: none"> Trillium will continue to work towards NCQA Accreditation. 				
Action Items	<table border="1"> <thead> <tr> <th>Person(s) Responsible</th> <th>Deadline</th> </tr> </thead> <tbody> <tr> <td>N/A</td> <td>N/A</td> </tr> </tbody> </table>	Person(s) Responsible	Deadline	N/A	N/A
Person(s) Responsible	Deadline				
N/A	N/A				

5. Agenda topic: ECHO Survey

Presenter(s): Dr. Michael Smith

Discussion	<ul style="list-style-type: none"> Results of the 2016 – 2017 ECHO Survey was handed out to the committee members and can be found on Trilliums website. The ECHO (Experience of Care and Health Outcome) survey is administered to assess performance of the health plans and member perception of care they received through the NC LME/MCO's and to assist in the development of quality improvement strategies. The satisfaction survey for Child and Adult Medicaid provides a comprehensive tool for assessing health care experiences. Question 27 - Care responsive to cultural needs, Trillium scored a 75%. Question 51 - Usually or always given draft of Person Centered Plan to review prior to signing, Trillium scored 77%. The Committee discussed ways that Trillium can improve their scores and how to share with our Network. Trillium will re-assess these areas upon receipt of the 2017 – 2018 survey results. 				
Conclusions	<ul style="list-style-type: none"> N/A 				
Action Items	<table border="1"> <thead> <tr> <th>Person(s) Responsible</th> <th>Deadline</th> </tr> </thead> <tbody> <tr> <td>N/A</td> <td>N/A</td> </tr> </tbody> </table>	Person(s) Responsible	Deadline	N/A	N/A
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N/A	N/A				

6. Agenda topic: ATLAS/Shatterproof Provider Treatment Facility Survey

Presenter(s): Dr. Michael Smith

Discussion	<ul style="list-style-type: none"> The ATLAS/Shatterproof presentation was handed out to Committee members. The survey portal opens on October 14 and closes October 20. 		
Conclusions	<ul style="list-style-type: none"> N/A 		
Action Items	Person(s) Responsible	Deadline	
<ul style="list-style-type: none"> Review the ATLAS/Shatterproof presentation 	All Committee Members	Next meeting	

7. Agenda topic: Information on Changes to IVC

Presenter(s): Dr. Michael Smith

Discussion	<ul style="list-style-type: none"> Changes to IVC went into effect on October 1, 2019. The state has a new website (https://www.ncdhhs.gov/ivc) with all the IVC forms in PDF format. There is additional information/resources that can also be found on this website such as information on Senate Bill 630 and Commitment Examiner Training. The North Carolina Healthcare Association (NCHA) also has a comprehensive guide to the changes made to the involuntary commitment statute on their website at https://www.ncha.org/ivcbill/ 		
Conclusions	<ul style="list-style-type: none"> N/A 		
Action Items	Person(s) Responsible	Deadline	
<ul style="list-style-type: none"> N/A 	N/A	N/A	

8. Agenda topic: Medicaid Transformation Update

Presenter(s): Dr. Michael Smith

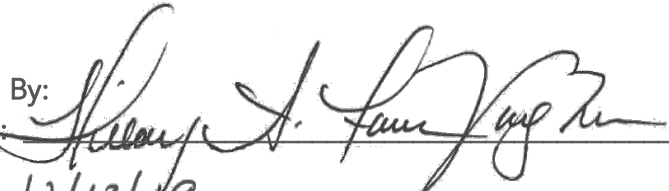
Discussion	<ul style="list-style-type: none"> The Phase 1 launch was eliminated and the Standard Plan launch will be in February 2020. The state has not passed the budget, which affects the launch of the standard plans. This should not affect the launch of the Tailored Plan. Trillium has released an RFP for a partner for the Standard Plan, as we are required to by legislation. Trillium has also released an RFP for Pharmacy Benefits Management. These RFPs have to be in place to move forward. As we become a tailored plan in 2021, we will still need to have a Clinical Advisory Committee. NCQA requires practitioner input. As we 		
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	become a Tailored Plan, we will be providing services to include Occupational Therapy, Physical Therapy, Vision, and Medical.		
Conclusions	• N/A		
Action Items	Person(s) Responsible	Deadline	
• N/A	N/A	N/A	

Meeting Adjourned at 2:42 P.M.

Next Meeting Date: December 13, 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:  M.A., LPD, HSP, AA
 Signature: _____
 Date: 12/13/19