



Transforming Lives. Building Community Well-Being.

Global Quality Improvement Committee (GQIC)

Meeting Minutes

Date October 22, 2019

Meeting Called By	Diane Berth				
Type of Meeting	Meet Me Line _____, External Call In _____				
ATTENDEES					
NAME	Present	NAME	Present	NAME	Present
Dr. Michael Smith Chief Medical Officer Trillium	<input type="checkbox"/>	Rachel Jordan * QM Director - Carobell	<input type="checkbox"/>	Krissy Vestal Performance Improvement Manager Trillium	<input checked="" type="checkbox"/>
Kimberly Ennis * Hospital Representative Vidant Medical Center	<input type="checkbox"/>	Catreta Flowers * CFAC	<input 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 checked="" 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"/>	Vacant * Network Prescriber	<input type="checkbox"/>
Ron Lowe * Northern Regional CFAC	<input checked="" type="checkbox"/>	Lindsay Joines * SU Provider Coastal Horizons	<input type="checkbox"/>	Marguerite Rhodes * Southern Regional CFAC	<input type="checkbox"/>

AGENDA

1. Agenda topic: Introductions, Agenda, Minutes

Presenter(s): Elizabeth Leggett for Diane Berth

Discussion	<ul style="list-style-type: none"> • Introductions were made by each member • July 23, 2019 minutes were approved as written • Item #10 Tailored Plan Update was tabled due to Dr. Smith's absence – Fonda gave an update on NCQA 		
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: Follow up Items

Presenter(s): Elizabeth Leggett for Diane Berth

Discussion	<ul style="list-style-type: none"> • Dr. Smith – F/u with Dr. McCall w/RHA for membership – Tabled due to Dr. Smith's absence • Diane – Update Work Plan with requested recommendations – Completed • Krissy – F/u on who mediates for Trillium Page 11 – Completed
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	<ul style="list-style-type: none"> • Krissy – F/u on meaning of “Accessibility” Page 5 – Completed • Krissy – Email members Provider Learning Portal link with instructions – Completed • Krissy – Add LP orientation to GQIC agenda for October – Completed • Ryan – F/u with Anka Roberto for open physician seat – Completed – tentatively interested is unsure of time limitations - Diane to f/u with sending invite for future meeting 						
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>Dr. Smith</td> <td>Open</td> </tr> <tr> <td>Diane Berth</td> <td>Open</td> </tr> </tbody> </table>	Person(s) Responsible	Deadline	Dr. Smith	Open	Diane Berth	Open
Person(s) Responsible	Deadline						
Dr. Smith	Open						
Diane Berth	Open						

3. Agenda topic: GQIC Work Plan

Presenter(s): Elizabeth Leggett, Diane Berth

Discussion	<ul style="list-style-type: none"> • The 2018-2019 GQIC Work Plan was updated with all recommendations from the July meeting. Diane stated that after the results are received from the GQIC Training Needs survey a new tab will be added to the work plan incorporating that information. There were no questions or concerns identified for follow –up or items recommended for corrective action. 				
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></td> <td></td> </tr> </tbody> </table>	Person(s) Responsible	Deadline		
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4. Agenda topic: Annual Training Assessment

Presenter(s): Krissy Vestal

Discussion	<ul style="list-style-type: none"> • Annually the Training Department sends a survey out to the entire provider network to assess training needs. Last year GQIC sent out a separate survey to the provider network to assess any quality improvement needs. This year the questions related to quality improvement will be incorporated in the survey the Training Department sends out in November. Krissy presented questions used previously and asked for feedback as to whether we wanted to use the same questions for this year or come up with new ideas for questions. Diane proposed two ideas for questions for the survey (1-In regards to providers being unsure who to contact for Q&A’s at Trillium when there is no liaison & 2- Regarding providers being unaware of all Trillium committees). There is a possibility of a third added question after Dr. Smith shares any Medicaid Transformation/Tailored Plan update. The group agreed to use the current questions in the survey and Diane will formulate two new additional questions and email to the committee for feedback. There were no other questions or concerns identified for follow-up or items recommended for corrective action. 				
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>Diane Berth</td> <td>Open</td> </tr> </tbody> </table>	Person(s) Responsible	Deadline	Diane Berth	Open
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Diane Berth	Open				

5. Agenda topic: Provider QIP Updates

Presenter(s): Elizabeth Leggett

Discussion	<ul style="list-style-type: none"> Elizabeth asked for volunteers to present an agency QIP at the meeting in January. Ryan Estes (Coastal Horizons) will present at the January meeting. 		
Conclusions	<ul style="list-style-type: none"> N/A 		
Action Items	Person(s) Responsible	Deadline	
<ul style="list-style-type: none"> Present Provider QIP at January GQIC Meeting 	Ryan Estes	Open	

6. Agenda topic: Review of Orientation Trainings on the Learning Portal

Presenter(s): Elizabeth Leggett/Krissy Vestal

Discussion	<ul style="list-style-type: none"> Elizabeth asked for feedback from members who had an opportunity to review Orientation Trainings on the Learning Portal. Diane felt that the orientation training on committees was too general although it did give the structures of the committees. She felt that member role expectations (seat specific) needs to be addressed and providers need to know how committees assist the network. Ryan felt most were at a superficial level and not helpful. The Trillium Committee Orientation/Training and the GQIC Committee/Orientation Training on the Provider Learning Portal were reviewed by the committee. Fonda shared Trillium is moving forward with a lengthy process of transitioning from one training portal to another training portal. The functionality of the system will probably be different in the coming year. Miriam may share an update on this process when she comes to present on navigating the current system. Committee structures may change as new partnership/relationships are forming. Elizabeth recommended to review the orientation/trainings again at the January 2020 meeting for content and format change recommendations. Frank Messina brought up concerns regarding members' accessibility to services being an on-going problem. Ron encouraged Frank to get involved with the State CFAC and voice concerns there. Frank shared a scenario where he was unable to be his son's (who is unable to communicate his needs) advocate and was told by a broker that they would have to speak directly to his son. Ron asked Frank to email him detailed information on the incident and he would bring it up at CFAC to assure the DHHS representative is aware of this problem. 		
Conclusions	<ul style="list-style-type: none"> N/A 		
Action Items	Person(s) Responsible	Deadline	
<ul style="list-style-type: none"> Sent invite to Miriam Godwin/Training Department to present on navigating and updates on the Provider Training Portal Add Review of GQIC Orientation Trainings to Jan 2020 agenda 	Krissy Vestal	Open	
	Krissy Vestal	Open	

7. 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 in detail. There were no questions or concerns identified for follow-up or items recommended for corrective action. 		
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: ECHO Survey Opportunities for Improvement

Presenter(s): Krissy Vestal

Discussion	<ul style="list-style-type: none"> Krissy presented the Trillium Experience of Care and Health Outcomes (ECHO) Survey Feedback and Opportunities for Improvement data. This data is from the ECHO Survey analysis that was previously reviewed in the spring by this committee. The purpose of re-reviewing this data is to focus in more detail on the identified opportunities for improvement. This information was also included in the provider bulletin. Graphs include comparisons of same questions over the years and also compares to others across the state. Feedback and recommendations were welcomed from all, but to date none has been received. Krissy requested the committee review this report again and feel free to reach out to her with any recommendations and/or ideas for improvement. There were no questions or concerns identified for follow-up or items recommended for corrective action. 	
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: 4th Quarter Data Report

Presenter(s): Krissy Vestal

Discussion	<ul style="list-style-type: none"> The First Quarter 2018-2019 GQIC Report (Jul – Sep 2019) was presented and reviewed in detail. The “Does Not Apply” column in the Grievance by Service Area graph (Page 4) is used when the complaint or grievance is not directly about a member or service they are receiving. The “Access to Services” column in the Grievances against the LME graph (Page 5) includes members who had a delay in treatment, lack of provider ability or could not obtain an appointment in a timely manner, etc. Krissy shared “Mediating with Parties” (Actions Taken graph Page 11) is when there is a need for negotiations between attorneys. Ron requested a breakdown on member deaths to show suicides versus other types of death (Event by Group graph Page 13). Frank asked for additional information on what constitutes “member behavior” (graph on Page 15) and Krissy will follow-up and respond. There were no other questions or concerns identified for follow-up or items recommended for corrective action. 	
Conclusions	<ul style="list-style-type: none"> N/A 	
Action Items	Person(s) Responsible	Deadline
<ul style="list-style-type: none"> F/u on breakdown of deaths - suicides versus other deaths Page 13 F/u on what constitutes member behavior Page 15 	Krissy Vestal	Open
	Krissy Vestal	Open

10. Agenda topic: NCQA/Tailored Plan Update

Presenter(s): Fonda Gonzales/Dr. Smith

Discussion	<ul style="list-style-type: none"> Tailored Plan Update Tabled due to Dr. Smith’s absence NCQA Update 	
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	<p>Trillium completed the application process for NCQA’s Managed Behavioral Healthcare Organization Accreditation in September 2019 and our application was accepted. We are on schedule to submit our materials in June 2020. Once our information has been received and reviewed, NCQA and Trillium will have an opportunity for questions and responses. Our on-site is scheduled for August 3, 2020 for the file review portion of the accreditation survey. There are three departments specifically that have file reviews (UM, Credentialing & Care Coordination). Trillium staff have been proactive in preparation of these reviews by conducting self-audits and following up with any reporting that will need to be produced during the on-site. Fonda shared a couple of MCO’s have hired consultants and are on a similar timeline track with Trillium. And, there are other MCO’s that have chosen not to initiate an application with NCQA. Trillium should be in compliance with all NCQA standards (functionally operating under) by December 2019. There were no other questions or concerns identified for follow-up or items recommended for corrective action.</p>		
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: January 28, 2020

(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

ECHO Survey Opportunities

Qtrly Data Report

GQIC Training Needs Survey

Submitted by Susan Massey

Signature of
 Diane Berth, Chair
 Licensed Independent Practitioner

Date