

Meeting Called By	Diane Berth				
Type of Meeting	Web-Ex				
ATTENDEES					
NAME	Present	NAME	Present	NAME	Present
Dr. Michael Smith Chief Medical Officer Trillium	<input checked="" 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 checked="" type="checkbox"/>	Vacant * IDD Provider	<input type="checkbox"/>
English Albertson * IDD Provider Director of Program Operations Monarch	<input type="checkbox"/>	Dr. Anka Roberto * Network Prescriber UNC - Wilmington & Coastal Horizons	<input checked="" type="checkbox"/>	Frank Messina * Southern Regional CFAC	<input checked="" type="checkbox"/>
Fonda Gonzales, LCMHC Director of Quality Management Trillium	<input checked="" type="checkbox"/>	Ryan Estes * Treatment Ops Director Coastal Horizons SU & MH Adult Provider	<input checked="" type="checkbox"/>	Diane Berth * Licensed Independent Practitioner	<input checked="" type="checkbox"/>
Ron Lowe * Northern Regional CFAC	<input type="checkbox"/>	Lindsay Joines * SU Provider Coastal Horizons	<input type="checkbox"/>	Holly Cunningham Director Practice Management Trillium Guest	<input checked="" type="checkbox"/>
Dr. Paul Garcia Medical Director of UM (Alternate for Dr. Smith)	<input type="checkbox"/>	Vanessa Gibbs Data Manager Trillium Guest	<input checked="" type="checkbox"/>	Molly Daughtry Regional Practice Management Consultant Trillium Guest	<input checked="" type="checkbox"/>

*Represents Voting Members

AGENDA

1. Agenda topic: Review of Agenda
Presenter(s): Diane Berth

Discussion	<ul style="list-style-type: none"> The agenda was revised to allow presentation of Value Based Purchasing and ECHO Adult/Child and Perception of Care information in advance of other agenda topics. 	
Conclusions	<ul style="list-style-type: none"> The agenda was revised to make efficient use of time and allow meeting guests to present their information at the beginning of the meeting. 	
Action Items	Person(s) Responsible	Deadline
<ul style="list-style-type: none"> N/A 		

2. Agenda topic: Value Based Purchasing Presentation

Presenter(s): Molly Daughtry & Holly Cunningham

Discussion	<ul style="list-style-type: none"> Molly and Holly shared a PowerPoint presentation on Value Based Purchasing (VBP) - Introduction to a New Provider Payment Method. The definition of VBP, how it came about through the Affordable Care Act and who it effects was all included in the presentation. The effect on Trillium, how VBP works and all the framework was shared in detail. Trillium will be responsible for evaluating current VBP agreements and working with providers to create new ones by specified timeframes within the Tailored Plan. The Practice Management Department is reviewing current provider contracts to evaluate where they fall within the categorical framework for VBP. Trillium is sponsoring a series of trainings related to Medicaid Transformation available through the training portal. 		
Conclusions	<ul style="list-style-type: none"> There were no questions or concerns identified for follow-up, but any future questions can be emailed to practicemanagement@trilliumnc.org 		
Action Items	Person(s) Responsible	Deadline	
<ul style="list-style-type: none"> N/A 			

3. Agenda topic: Review of Annual Surveys

Presenter(s): Vanessa Gibbs

Discussion	<ul style="list-style-type: none"> Perception of Care Surveys 2019 - These surveys are administered annually to individuals and their families who have received Medicaid or State-funded Mental Health and/or Substance Abuse Services. Adults are enrollees ages 18+, youths are enrollees ages 12-17, and families/parents of children under age 12 complete the confidential survey. In 2019, Trillium had 565 adult respondents, 120 youth respondents, and 128 family/parent respondents. Vanessa reviewed this report in detail and there were no questions or concerns identified for follow-up or items recommended for corrective action. 2018-2019 Experience of Care and Health Outcomes (ECHO) Survey Adult - ECHO Surveys are administered annually to assess members' perceptions of care they received through the NC LME-MCOs and assist in the development of quality improvement strategies. Sixty-four adult response versions were used in calculations. This was a small number of respondents to do an analysis on. Vanessa reviewed this report in detail. Trillium's Overall Satisfaction Rating was lower than Trillium's 2018 Overall Satisfaction Rating, but the difference was not statistically significant. There were no questions or concerns identified for follow-up or items recommended for corrective action. 2018-2019 Experience of Care and Health Outcomes (ECHO) Survey Child - ECHO Surveys are administered annually to assess members' perceptions of care they received through the NC LME-MCOs and assist in the development of quality improvement strategies. Ninety-four child response versions were used in calculations. This was a small number of respondents to do an 		
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	analysis on. Vanessa reviewed this report in detail. Trillium received an Overall Satisfaction Rating of 65.7%, which was a 0.38% increase from last year. Trillium's score was not significantly different from either the State or previous year's scores. There were no questions or concerns identified for follow-up or items recommended for corrective action.	
Conclusions	<ul style="list-style-type: none"> The ECHO Surveys are administered by the State and Trillium does not have any means of improving the response rates other than continuous reminders to providers which have been implemented on-going. The group consensus was to continue to review these annually and watch for trends. 	
Action Items	Person(s) Responsible	Deadline
<ul style="list-style-type: none"> N/A 		

4. Agenda topic: Introductions Presenter(s): Diane Berth

Discussion	<ul style="list-style-type: none"> Introductions were made by each member sharing their agency role, the population they serve, their role on this committee and any suggestions on how to increase committee member involvement. Diane Berth is an LIP serving Adults with IDD as well as providing Behavioral Consultation Services to her members. She goes to the member to provide services and only does field work. This has included some fact-to-face meetings at parks and other places due to COVID-19. Diane is the owner of her agency and has one other BCBA staff member that assists her with providing services. Diane communicates/consults with a lot of agencies that she has clients in common with and enjoys the role of giving and sharing feedback. Her role on the committee is to represent LIPs and is the only LIP seat on the committee. Diane feels that she consults and communicates more with other agencies rather than other LIPs and could do a better job representing. She also chairs this committee and this role encompasses a lot of coordination. Krissy Vestal is the Performance Improvement Manager in the Quality Management Department at Trillium. The Global Quality Improvement Committee (GQIC) brings information to our Quality Improvement Committee (QIC) sharing a wealth of information as well as recommendations. Krissy feels that the purpose of the GQIC is an avenue of communication between providers and Trillium sharing quality initiatives, reviewing data and determining if there are any areas for improvement. Anka Roberto is a Network Clinician, a Psychiatric Mental Health Nurse Practitioner (PNP). She works at Coastal Horizons on a part-time basis and is an Educator coordinating the Psych Nurse Practitioner Program at UNCW and a Researcher. She joined the committee because in the State of North Carolina there are not a lot of Psych NPs that are practicing and this allows her to speak to how different some of the services are compared to Prescribing Psychiatrists and Physician Assistants. Anka would like for Psych NPs to get reimbursed similar to Physician Assistants. Psych NPs
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can provide psycho-therapy, medication evaluation and psychiatric evaluations using a holistic approach. She is on an inter-professional collaborative meeting once a week between providers at the clinic that she provides services for which includes prescribers, clinicians, social workers and other therapists speaking towards and about their patient population inter-professionally. Anka communicates some of the information from GQIC in the inter-professional collaborative meeting as well as Program Directors and others who make decisions at Coastal Horizons. The purpose of the committee for Anka is the QI piece and developing ways to improve quality and how clinicians and providers can get what they need from Trillium. She suggested increasing committee involvement by having more representation during the meetings from members and more Q&A and discussion among one another as opposed to just receiving and reviewing reports. Having more discussion as opposed to having passive listeners.

- Ryan Estes is the Treatment Operations Director at Coastal Horizons, Licensed Clinical Social Worker and Licensed Clinical Addiction Specialist. His role at Coastal consists of monitoring what is forthcoming at the State and Federal level, improving access to care, reviewing fiscal sustainability and working on grants. Ryan has been in the Trillium Network for ten years working at a provider level as well as management and operations and a lot of discussion in GQIC cross walks back to management, structure, how we are taking care of members and how we can make improvements. He hopes to contribute his experiences in his role on the committee.
- Catreta Flowers has been an advocate for Mental Health for 40 years. She is a member of the State CFAC and Local CFAC for the Central Region. She likes to be involved and share her experiences and needs for people in Mental Health.
- Frank Messina is the Chair of the Southern CFAC and has a 37-year old son in an ICF Home. They've had a COVID-19 incident at the home and beginning Thursday he will be able to visit him face-to-face. They have been communicating through Skype. Frank joined GQIC to obtain more information about what the State is doing and what Trillium is doing. He is very excited about the transitioning of Standard Plans and other plans because it will help so many people. Frank shared involvement in meetings is an issue even within CFAC. There are a lot of members that don't attend the CFAC meetings and their memberships need to be opened in order to get new members in who hopefully will fully engage. COVID is an issue right now with meetings and other community initiatives.
- Susan Massey is the Administrative Assistant for the Quality Management Department and is responsible for the GQIC minutes. She stressed this committee has come so far with improvements with the agenda, discussions and engagement as opposed to just reviewing reports.

	<ul style="list-style-type: none"> Dr. Smith is the Chief Medical Officer at Trillium, is a Child and Adolescent Psychiatrist and was in private practice in Greenville for 20 years prior to joining East Carolina Behavioral Health which is now Trillium. His role in the committee allows him to gain different perspectives on Trillium's quality measures and quality initiatives. Dr. Smith feels that CFAC members offer a great perspective to our program at Trillium. He is pleased that CFAC makes up one-fourth of Trillium's Governing Board and thankful to have their input. The reporting during GQIC can be somewhat redundant, but we do want the committee to know what we are doing and how we are doing and accept input for improvement. 				
Conclusions	<ul style="list-style-type: none"> More discussion and Q&A needs to be implemented during meetings to encourage member engagement. Communicating and sharing initiatives assists in making improvements. 				
Action Items	<table border="1"> <thead> <tr> <th>Person(s) Responsible</th> <th>Deadline</th> </tr> </thead> <tbody> <tr> <td>N/A</td> <td></td> </tr> </tbody> </table>	Person(s) Responsible	Deadline	N/A	
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N/A					

5. Agenda topic: Review and Approval of Previous Month's Minutes

Presenter(s): Diane Berth

Discussion	<ul style="list-style-type: none"> There was not a quorum present today and the meeting minutes will be sent via email for vote and response. Diane requested meeting minutes moving forward should be emailed to members when completed to allow additional time for review and response. 										
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>Email July minutes to members to vote and respond</td> <td>Susan Massey</td> </tr> <tr> <td>Email Oct minutes to members for review</td> <td>Susan Massey</td> </tr> <tr> <td></td> <td>Nov 5th</td> </tr> <tr> <td></td> <td>Nov 13th</td> </tr> </tbody> </table>	Person(s) Responsible	Deadline	Email July minutes to members to vote and respond	Susan Massey	Email Oct minutes to members for review	Susan Massey		Nov 5 th		Nov 13 th
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6. Agenda topic: Follow-up Items

Presenter(s): Diane Berth

Discussion	<ul style="list-style-type: none"> Susan - Update GQIC Membership/Terms list and email to committee prior to Jan meeting - Rescheduled for January - In Process Krissy - Bylaw revision on Pg. 2 enrollees to members - Completed Susan - F/u on receipt of all member forms - Completed Diane - Create blurb about GQIC & send to members for review - Completed and updated to include Peer Review Process offered by GQIC and noted on the Work Plan. This will be sent out in an upcoming Network Bulletin. Krissy - Add My Learning Portal to January meeting agenda - In Process Krissy - Add to January meeting agenda for Provider Agency Members to share & obtain recommendations from provider agency staff on timely incident reporting - Rescheduled for January Discussion. Krissy noted that this has continued to be in compliance for this year as a result of some strategies implemented for improvement.
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	<ul style="list-style-type: none"> Krissy - GQIC Survey Results - Completed. Krissy presented and reviewed all the responses from the GQIC membership survey in detail. 										
Conclusions	<ul style="list-style-type: none"> N/A 										
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7. Agenda topic: Round Table Discussion

Presenter(s): Diane Berth

Discussion	<ul style="list-style-type: none"> This is being implemented as an open table discussion for any discussion points members would like to bring up in an effort to increase participation on any topic that may or may not be listed on the agenda. 				
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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8. Agenda topic: Review of Reconsideration of Provider Actions Procedure

Presenter(s): Krissy Vestal

Discussion	<ul style="list-style-type: none"> Due to time constraints members were instructed to review this procedure and contact Krissy Vestal with questions or concerns. 				
Conclusions	<ul style="list-style-type: none"> N/A 				
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9. Agenda topic: GQIC Work Plan Review

Presenter(s): Diane Berth

Discussion	<ul style="list-style-type: none"> Diane presented and reviewed the updated 2019-2020 Work Plan in detail. She asked if there were completion dates to let her know and she would update the work plan accordingly. She asked for recommendations about making goals/objectives measureable and welcomed any ideas on implementing this in the Work Plan. Some activities are on-going with no completion date listed. Additional activities and tasks may be developed as we move forward into the Tailored Plan. 				
Conclusions	<ul style="list-style-type: none"> There were no questions or concerns identified for follow-up or items recommended for corrective action. 				
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10. Agenda topic: Provider QIP Presentation Volunteer for January

Presenter(s): Diane Berth

Discussion	<ul style="list-style-type: none"> Diane will email a request to members for a volunteer to present at January's meeting. 		
Conclusions	<ul style="list-style-type: none"> N/A 		
Action Items	Person(s) Responsible	Deadline	
<ul style="list-style-type: none"> Send out request for provider QIP volunteer 	Diane Berth	Nov 5 th	

11. Agenda topic: Trillium QIP Updates

Presenter(s): Krissy Vestal

Discussion	<ul style="list-style-type: none"> Due to time constraints members were instructed to review the QIP grid and follow-up via email to Krissy for any questions or concerns. 		
Conclusions	<ul style="list-style-type: none"> N/A 		
Action Items	Person(s) Responsible	Deadline	
<ul style="list-style-type: none"> N/A 			

12. Agenda topic: Update on Provider Performance Reports/7 day Follow-up Information with Providers

Presenter(s): Krissy Vestal

Discussion	<ul style="list-style-type: none"> Due to time constraints communications regarding this agenda item will be added to the January meeting agenda and Krissy will email information to the group regarding these reports. This is listed as a follow-up item in Section 4 above. 		
Conclusions	<ul style="list-style-type: none"> N/A 		
Action Items	Person(s) Responsible	Deadline	
<ul style="list-style-type: none"> N/A 			

13. Agenda topic: Update on Perception of Care and NCI Surveys

Presenter(s): Krissy Vestal

Discussion	<ul style="list-style-type: none"> Due to time constraints Krissy will email the survey update to members for review. 		
Conclusions	<ul style="list-style-type: none"> N/A 		
Action Items	Person(s) Responsible	Deadline	
<ul style="list-style-type: none"> Email Perception of Care and NCI survey update(s) to committee members 	Krissy Vestal	Nov 5 th	

14. Agenda topic: 1st Quarter Data Report

Presenter(s): Krissy Vestal

Discussion	<ul style="list-style-type: none"> Due to time constraints members were instructed to review the 1st Quarter Data Report and follow-up via email to Krissy for any questions or concerns. 		
Conclusions	<ul style="list-style-type: none"> N/A 		
Action Items	Person(s) Responsible	Deadline	
<ul style="list-style-type: none"> N/A 			

15. Agenda topic: NCQA & Tailored Plan (Medicaid Transformation) Update

Presenter(s): Dr. Smith

Discussion	<ul style="list-style-type: none"> Dr. Smith presented an NCQA PowerPoint presentation. Trillium is fully accredited as a Managed Behavioral Healthcare Organization 		
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	<p>(MBHO) for one year. Being accredited as an MBHO will greatly prepare us for Health Plan Accreditation. Our one year accreditation expires on 12/21/2021 and a re-survey will occur in late 2021.</p> <ul style="list-style-type: none"> The RFA for Tailored Plan was set for release on November 2nd, but the State has moved that date to November 9th. The RFA consists of Tailored Plan expectations from the State (RFA). We are in the process of evaluating our internal processes in preparation for answering the Tailored Plan RFA. It is thought that this proactive preparation will help us once the RFA is posted for response. Our response will be due to the state in late January and we are anticipating a response from the State in late April or early May of Tailored Plan awardees. We are confident of an award and feel good about operating as a Tailored Plan. 		
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 26, 2021

(All meetings convene from 10am - 12pm)

Supporting Document/Attachment for Minutes:

Meeting Minutes from previous meeting

Agenda

Annual GQIC Survey Results

ECHO Survey Child 2019

ECHO Survey Adult 2019

GQIC 1st Qtr. Report

Innovations Provider Late Incident Reporting 2020 Presentation

Perception of Care Surveys 2019

QIP Grid Oct 2020

Reconsideration of Actions Against Providers Procedure

GQIC Work Plan 2020-2021

Value Based Purchasing PowerPoint

Submitted by Susan Massey



Signature of
 Diane Berth, Chair
 Licensed Independent Practitioner

2/15/2021
 Date