

**HEALTHCHOICES ADVISORY BOARD  
NORTHAMPTON COUNTY MJB  
520 E. BROAD STREET – BASEMENT CONF ROOM 009  
BETHLEHEM, PA 18018**

**MINUTES  
September 19, 2013**

**In Attendance:**

Kay Achenbach, Lehigh County  
Matt Bauder, Lehigh County HealthChoices QA  
Paulette Hunter, Consumer Parent  
Pat McGarry, Valley Youth House, Provider Group  
Ronnie Colbert, Consumer  
Tammy Miller, Magellan Behavioral Health – Quality Improvement  
Tisbine Moussa, Northampton County HealthChoices QA  
Deb Nunes, Northampton County HealthChoices Coordinator  
Allison Frantz, Lehigh County HealthChoices Administrator  
Diane Marciano, Magellan Behavioral Health CMC General Manager

Deb Nunes chaired the meeting.

- **Introductions and Opening Remarks**
  - Introductions of participants; Deb Nunes indicated that the May minutes were a combination of notes from Deb and Tisbine Moussa;
  - Deb Nunes also indicated that Tisbine would be doing the minutes for this meeting and then the minutes will be taken by Northampton County HealthChoices new administrative assistant Kim McCloskey
- **Review and approval of May 2012 Meeting Minutes** – 2 site based events for VYH  
Respite indicated as correction by Allison Frantz
- **Community HealthCare Alliance Report**
  - Member/Family Advisory Committee -Ronnie Colbert
    - Paulette indicated that she was not aware of a member/family committee and if formalized wanted the list of families in the committee. Allison Frantz indicated that it is not a formalized meeting, but consumers should be aware of this since it is on the agenda; Paulette was directed to speak to Ronnie to work out a committee approach; Allison indicated that may need to put the word out better if Paulette is indicating that families are not aware about the committee;
    - Paulette had an issue with the member and family advisory committee portion being added to the agenda and she feels families are not being heard from and would like to have a committee formed for consumers and families;

- It was indicated to Paulette that the agenda was changed to include reporting of the 3 committee chairs, Pat McGarry, Ronnie Colbert, and Kim Benner to the HCA committee. Previous meeting agenda's did not have a separate agenda item for committee reports and we wanted to change the structure to allow for better reporting;
- Paulette feels that families are not being heard from in this process and that they need to be able to form something to allow for this
- Pat McGarry indicated that she reports on children's issues from the CHA meeting and that we may need to have another route to get information for the children's issues to the board. She offered the opportunity for further discussion to find a way to work on it;
- If Paulette forms a meeting to allow families to be heard there is a request to be able to get reporting to this board from those = meetings; Paulette indicated she was hearing that families are not comfortable presenting at this meeting (with counties and Magellan present) and will meet with families to see what she can be report to our board;
- Ronnie and Paulette both discussed families not being comfortable speaking and attending a meeting like this for fear of backlash. There are also issues with transportation to the meeting
- Issues indicated with consumers not liking consolidation of provider programs
- Ronnie reported that Haven House will be open Saturdays starting October 19, 2013; time 7:30am to 3:00pm
- Provider Advisory Committee – Kim Benner – no report because not attended
- Children's Advisory Committee – Pat McGarry
  - Chapter 11 for Kidspace and contracting of Kidspace with Federal government for refugees from Guatemala and Honduras reported at last CHA meeting
  - Paulette introduced an issue with a family who was informed that an evaluation needed to be completed on their child but the parent was ok with an evaluation previously done. The group indicated to Paulette this may be because of time-frame issues lapsing from the evaluation or the provider may want to have their own process for evaluation and will do this at own expense of the provider. Paulette asked a question about getting a copy of the evaluation for the parents to be able to review before the meeting. Pat McGarry indicated that parents may have access to the evaluation but it may be at their own expense and that information may be redacted if there are custody issues; indication is that this should occur but will need to check the regs and get back to her for what the exact language is in the regs
    - Allison Frantz indicated that if file a complaint to Magellan about not getting evaluations out to families, need to make sure that providers have a chance to rectify and resolve issues

- **Magellan Reports**

- **QA**

- Magellan Compliance reported on a provider training that was conducted via webinar re: compliance, fraud, waste and abuse on 9/17/13. Topics included: audits, definitions/examples of FWA, Elements of a compliance plan/program, provider presentation, exclusion checks, regulations/statutes, audit trends and resources.

- Consumer/Family Satisfaction Team 1<sup>st</sup> & 2<sup>nd</sup> Quarter Report for 2013.

- 1<sup>st</sup> Quarter Report for 1/1/13-3/31/13

**Northampton County:** 25 adults, 46 parents/guardians, & 0 child/adolescent = 71 total surveyed.

23 of 23 questions scored  $\geq 95\%$

15 questions scored 100%:

3. I have received assessments and referrals to the appropriate types of services.

4. Adults: If you have been referred for CTT were you comfortable with the process?

P/G: If your child was referred for residential treatment, were you made aware of the CASSP process?

5. In the planning of my treatment, I am viewed as an equal partner and my views and opinions are documented in my treatment plan.

6. When I attend meetings regarding my treatment, the appropriate decision makers representing the programs that I might attend are present.

8. My caregivers respect my culture, beliefs, customs, and the ways that I do things.

9. The service providers use everyday language that I can understand.

10. I am satisfied with the location(s) where I receive services.

11. The service providers help me locate services that I need from alternative sources such as “consumer run” or “advocacy agencies”.

12. The service providers offer dignity, respect, and a sense of hope during my treatment.

15. I know how to make a complaint or grievance if I am dissatisfied with the services I receive.

16. If I have used the complaint or grievance process, the process was easy to navigate.

18. I am pleased with the physical environment where I receive services.

19A. I feel free to speak up regarding issues I may have with the services I receive from providers, without fear of negative consequences.

19B. I feel free to speak up regarding issues I may have with the service I receive from Magellan Behavioral Health, without fear of negative consequences.

21. I am treated with respect during my treatment.

- No questions scored below the 85% threshold

**Lehigh County:** 26 adults, 62 parents/guardians were surveyed & 1 child/adolescent = 89 total surveyed.

11 of 23 questions scored  $\geq 95\%$  and 4 of 23 questions scored between 90% - 94%.

8 questions scored 100%:

- 6. When I attend meetings regarding my treatment, the appropriate decision makers representing the programs that I might attend are present.
- 8. My caregivers respect my culture, beliefs, customs, and the ways that I do things.
- 9. The service providers use everyday language that I can understand.
- 16. If I have used the complaint or grievance process, the process was easy to navigate.
- 18. I am pleased with the physical environment where I receive services.
- 19A. I feel free to speak up regarding issues I may have with the services I receive from providers, without fear of negative consequences.
- 19B. I feel free to speak up regarding issues I may have with the service I receive from Magellan Behavioral Health, without fear of negative consequences.
- 21. I am treated with respect during my treatment.
- No questions scored below the 85% threshold.

## 2<sup>nd</sup> Quarter Report for 4/1/13-6/30/13

**Northampton County:** 50 adults, 9 parents/guardians, & 0 child/adolescent = 59 total surveyed.

21 of 23 questions scored  $\geq 95\%$  and 2 of 23 questions scored between 90% - 94%.

11 questions scored 100%:

- 4. Adults: If you have been referred for CTT were you comfortable with the process?
- P/G: If your child was referred for residential treatment, were you made aware of the CASSP process?
- 6. When I attend meetings regarding my treatment, the appropriate decision makers representing the programs that I might attend are present.
- 8. My caregivers respect my culture, beliefs, customs, and the ways that I do things.
- 9. The service providers use everyday language that I can understand.
- 12. The service providers offer dignity, respect, and a sense of hope during my treatment.
- 14. My service providers are focused on my individual process of recovery.
- 15. I know how to make a complaint or grievance if I am dissatisfied with the services I receive.
- 16. If I have used the complaint or grievance process, the process was easy to navigate.
- 18. I am pleased with the physical environment where I receive services.
- 20. My choice of providers was adequate.
- 21. I am treated with respect during my treatment.

- No questions scored below the 85% threshold

**Lehigh County:** 47 adults, 40 parents/guardians & 0 child/ adolescent = 87 total surveyed.

20 of 23 questions scored  $\geq 95\%$  and 3 of 23 questions scored between 90% - 94%.

3 questions scored 100%:

6. When I attend meetings regarding my treatment, the appropriate decision makers representing the programs that I might attend are present.

9. The service providers use everyday language that I can understand.

16. If I have used the complaint or grievance process, the process was easy to navigate.

- No questions scored below the 85% threshold.

#### ○ Updates

- Diane distributed a handout of updated accomplishments list for MBH
  - Reward for Quality that was started in 2009 has been enhanced to raise the bar for providers to move from baseline and allow for realistic growth of the providers to accomplish the indicators; providers are compensated for achieving these indicators; there is an outcomes report that can be provided to whomever needs it and it's also on MBH of PA website.
  - Magellan has conducted 4 trainings to date for the ASIST program for suicide prevention - an intensive 2 day training; goal is to train as many people as possible; Magellan is sponsoring and paying for this training for their provider network.
- BS Licensure – MBH continues to submit report to the State from self-reporting of providers; conducted a webinar for filling out the licensure information and placed on website and have been tracking on grid; this will continue until January 2014; the State provided sites for the trainings needed to obtain licensure
- LGBTQI initiative had good attendance at last one day training and will have another one day training in the Southeast on October 23<sup>rd</sup>. Looking to schedule the 3 day clinician training
- IRTF program descriptions reviewed and approved by MBH; these are for ID and sex offender populations; now looking at launching it and will then collect outcomes; Diane spoke about great outcomes from the original IRTF pilot and has a report on the outcomes and indicated example of 73% decrease in AIP admissions
  - ID system will be coming in to provide information to the IRTF providers to give them background to assist them in writing their program descriptions
  - Discussion of sexual offenders – we are focused on identification of community resources to allow consumers to be discharged

safely into the community and have resources to allow them success in the community.

- Family Based Best Practice Forum held in May and all providers participated. Magellan performed the audits were done to identify the best practices from the providers to share with each other.
- MY LIFE Picnic occurred on 8/16/13 in Allentown and went well. About 50 kids attended. MY Fest was last Saturday in Bucks County; attendance was about 250 and we bussed our Northampton and Lehigh County consumers.
- Paulette indicated that she is hearing that families say they want to make sure that we do look at community solutions before we place kids in RTF and away from the community; indicated that she is working with families with the Children's Bureau for counties and MCO to be able to share programs that work and have good outcomes
  - Paulette indicated that criteria for inclusion in the special programs through MBH is needed since she is hearing an indication that favoritism is being shown to certain providers; Diane indicated that MBH has a process for identifying providers that meet high quality standards and they are moving toward a preferred provider network
- **Lehigh County Updates**
  - Reinvestment plans continue
    - Respite program with VYH has site based events with about 16 participants were weekly over the summer and had 2 for September and 3 for October and November and 4 for December scheduled on Saturdays or days off from school; still doing individual and family driven respite; asking for help with getting advisory board together and not having as much success with attendees as would like; have over 100 referrals
    - CMS sent letter to the State about not agreeing with doing HealthChoices and State responded back that did get waiver from CMS to do HealthChoices; State responded to all the concerns of CMS and that indication that not really any issue since already vetted program
    - State-wide External Quality Review Report is out and can review from the State websites showing MBH fully compliant on certain subparts
    - Medical Mobile Crisis reinvestment plan is ending in December 2013; looking at viability outside of reinvestment funding
- **Northampton County Updates**
  - Adolescent Crisis Residential site went under because of zoning; will meet to discuss if go forward with the plan or not
  - EAC moving along well and doing renovations and will be doing a site visit next week and hoping to be in the permanent site by November
  - IU 20 is approved and have done renovations in Liberty and that was to start in September and will have OP services through school and reduce number of partials in the schools and reduce the no-show rates with families coming to the schools

- Butler St for independent housing is being renovated and will be 7 individual apartments; RHD is the provider for this and possibility to be done by end of the year
- Formulating housing plan with contingency and bridge funding
- Discussed our move to temporary office space until March and get into new building since the Bechtel building has been sold

▪ **Adjournment**

**Next Meeting is November 14, 2013.**

- Any information that needs to be distributed can be sent to Tisbine Moussa and it will be forwarded to the group
- Looking for suggestions for the new place to have the CHA and HCA meetings because of the new location of our offices and will see what are the alternatives and see what decide on for the 2014 year
  - Asking group to think about opportunities to have the sites for the meeting and try to make it sure that the location was mid-point between the counties and allow for big enough conference room to accommodate CHA and HAB; trying to keep away from moving the meetings to different sites; possibility of RHD new offices for CHA and MBH possibly for Advisory Board