

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

**MINUTES
November 14, 2013**

In Attendance:

Matt Bauder, Lehigh County HealthChoices QA
Ronnie Colbert, Consumer
Deb Nunes, Northampton County HealthChoices Coordinator
Kim Benner, Salisbury Behavioral Health/Provider Group
Pat McGarry, Valley Youth House/Provider Group
Diane Marciano, Magellan Behavioral Health CMC General Manager

Matt Bauder chaired the meeting.

- **Introductions and Opening Remarks**
 - Introductions of participants
- **Review and approval of September 2013 Meeting Minutes** – no changes denoted
- **Community HealthCare Alliance Report**
 - Member/Family Advisory Committee -Ronnie Colbert
 - Ronnie reported that Haven House is now open on Saturdays from 7am-3pm
 - There are 2 groups that come in around 9 and 10am for about an hour. They play bingo and are happy that Haven House is open on weekends
 - He spoke with some of the consumers regarding assisted living, switching medications, and no heat in the bedrooms
 - Still working on independent living
 - Consumers come to him to discuss their concerns with the program and group home; some have talked about moving on their own
 - Matt asked if the consumers were involved with CM services
 - Ronnie indicated that services are in place, but some of the consumers have issues with the staff. One of their issues is receiving medications too late which may be the reason why some of the consumers are having problems sleeping
 - Diane asked if there is a complaint process
 - Ronnie indicated that there is but consumers are afraid of backlash
 - Provider Advisory Committee – Kim Benner

- SBH being licensed today
- Children's Advisory Committee – Pat McGarry
 - Outpatient clinics opening in Colonial IU20, KidsPeace, Parkland, and Liberty H.S.; they will accept both children and adults
 - Matt mentioned families general involvement, cultural competency, and to rally families to participate
- **Magellan Reports/ Updates**
 - Diane indicated that Tammy Miller transferred to Virginia, but is still with Magellan; recruiting for this position has begun with a good number of applicants
 - In the interim Diane will be presenting the results of the most recent Consumer Family Satisfaction Survey; an email was sent to the counties stating that Stacey Malones, the senior QI Specialist, will be reporting at the next CHA meeting on 11/20/13
 - Summary: Consumer/Family Satisfaction Team Survey 7/1/13-10/31/13
 - **Lehigh County:** 28 adults, 61 parents/guardians, & 3 child/adolescent = 92 total surveyed.
 21 of 23 questions scored >92%
3 questions scored 100%
 4. Adults: If you have been referred for CTT were you comfortable with the process?
 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.
No questions scored below the 85% threshold
 - **Northampton County:** 28 adults, 39 parents/guardians, & 0 child/adolescent=59 total surveyed
 23 of 23 questions scored > 86%
6 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?
 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.
 17. It is clear to me that I, not the professionals, am responsible for deciding what services are provided to me.
 18. I am pleased with the physical environment where I receive services.
 20. My choice of providers was adequate.
No questions scored below the 85% threshold
 - Matt commented that both counties had great results and members are ultimately pleased with the services they are receiving
 - Diane indicated that David Gilgoff from Lehigh County had the idea of hand delivering the surveys to consumers to increase the return rate
 - BS Licensure/Process

- Track/collect monthly provider data
- Applications must be submitted by January
- Must be licensed by May
- Cultural Competency
 - Is now a program; no longer a pilot
 - The State issued a bulletin related to LGBTQI and we are implementing the bulletin to the fullest extent
 - 1 day training was held at the LC Government Center for providers(53 of 55 slots were filled) and the goal is to get providers certified
 - 2.5 hour webinar will be available for clinicians that are required to be certified and cannot make the training
 - Magellan will host a 3 day training for clinicians, one in the Lehigh Valley and one in Southeast PA; may be reduced to 2 days
 - Looking at early February for the Lehigh Valley
 - 2 CM's from Magellan are the trainers
 - Process to audit the LGBTQI
 - Updated cultural competency audit tool
 - Strategy was put together specific to the process used to certify the providers/clinicians
 - Certificate will be received
 - There is also educational criteria, that if met the 3 day training may not be necessary
- Network Team
 - Held a joint provider forum to discuss website enhancements
- Clinical Updates
 - The Care Coordination pilot with PA Mentor was expanded to children, adolescence, and also Northampton County adults
 - Started in August with Lehigh County and is working very well
 - Was designed to increase AFU, which is follow-up after hospitalization; target rates need to be 75% or >
 - This is an effort for PA Mentor's ICM Team to outreach the individual in the hospital and to bridge that first 30 days of vulnerable time
 - If the individual gets to that first appointment the likelihood is that they will get to subsequent appointments
 - We have developed an ICM pilot program for the homeless
 - The homeless population accounts for 50% of our readmissions
 - The benchmark is 15% and we would like to see that lowered
 - We partnered with the Lehigh County Conference of Churches because of their exposure to the homeless
 - will link to ICM services and other needs of the individual to help them become stable and maintain a productive life in the community
 - waiting for MA# to start program

- Integrated Health Home Initiative
 - Partnered with Haven House and NHCLV
 - Will launch on January 13, 2014
 - Offering integrated care
 - Joint treatment planning
 - Sharing of information
 - Focus on increasing the physical & behavioral health outcomes
 - Medication adherence and compliance
 - Reduction of emergency department from the physical side (usually leads to a behavioral health inpatient admission)
 - Magellan will pay the behavioral health component
 - Need to develop a satellite
 - Physical health clinic bills on the physical health side
 - Need appropriate consents to share the physical and behavioral health data
- Assist
 - 6 trainings from 7/2012-9/2013
 - 4 of the trainings sponsored by Magellan
 - Total of 121 people trained
 - Committed to continuing to offer trainings on suicide prevention
- **Lehigh County Updates**
 - Matt indicated that reinvestment plans continue
 - Respite-Valley Youth House
 - Hi-Fidelity Wrap Around-Pinebrook
 - Detox Rehab-White Deer
 - Medical Mobile Program-RHD
 - Comprehensive Supportive Housing-Clearing House
 - Third party liability audit of Magellan in Newtown today
 - Monday is the Tri-Annual PEPS (Program Evaluation Performance Standards) review kickoff call
 - Every year OMHSAS reviews both counties' records to meet certain standards
 - Every 3 years OMHSAS does a full comprehensive review of all the standards
 - Timeframe is week of March 18, 2014
- **Northampton County Updates**
 - Deb indicated that Reinvestment plans continue
 - EAC permanent site
 - Ribbon cutting December 11, 2013
 - Open house in Spring 2014

- IU20
 - Using Tele-health technology
 - Bugs have been worked out with the website
 - There will be an invite for a demo
 - Butler Street
 - Renovation in progress
 - Ike passed away in October
 - 2nd attempt from NC due to lack of site
 - Not a matter of variance
 - Diane commented that she met with Carl Clark from NHS and they have a non-jacho on Emmaus Avenue available; It's 8 beds and already zoned if interested in doing a crisis residential
 - Deb reported that the new building for NC Human Services is on schedule
 - **CCAP Updates**
 - Deb passed out a policy clarification for the Drug & Alcohol ACT team
 - All D&A treatment must be done by a licensed provider
 - A subcommittee/group will go to the State to contest
 - Diane asked if there is some organized effort to submit comments to OMHSAS
 - CCAP will compile comments & formally submit them or they can be done directly
 - Systems of Care
 - Issue of where money is coming out of
 - Webinar next Tuesday will cover new guidelines
 - Diane questioned if it is worth using reinvestment dollars for Hi-Fi Wrap
 - Would like to see valid outcomes
 - Matt indicated that LC would be meeting with Pinebrook to do some data analysis
 - Another issue was lack of communication by CHOR
 - Diane and Jim Leonard were asked by the Children's Bureau to comment; there are a lot of questions to submit
 - Regional HC meeting in Philadelphia next Friday
 - OMHSAS still in legal
 - Ronnie added that Haven House is having their annual Thanksgiving Dinner
 - Fundraiser to get 2 more steamers
 - Numbers are going up at Haven House
- **Adjournment**
- **Next Meeting to be held at Magellan on February 13, 2014**