

**Behavioral Health Rehabilitative Services (BHRS)
Partner's in Quality Workgroup
06/13/11 Minutes
LC Government Center Room 201
From 1:00 pm to 2:30 pm**

Participants: Corinna Bealer, CMHU; Paige Keeter, Kidspace; Sandra Molnar, VYH; Jim Kochie, IU 21; Tim Boyer, MH/ID/D&A; Kay Achenbach, Health Choices; Jan Creedon, LC DHS; Gloria Hamm, LC; Robyn Urenko, ARCH; Patty Stralo, Magellan; Paulette Hunter, parent; Ellen Hunt, Elwyn; Lisa Sportelli, parent; Suzanne McFadden, Access & Dawn Conner, Holcomb

I. INTRODUCTIONS:

➤ **Discussion:**

- The team finalized and approved the 05/09/11 minutes.
- The team decided to have a homework assignment and provide Corinna with ideas on a mission statement so one can be selected at the next meeting.

➤ **Action Plan:**

- The team will select a mission statement for the group.

II. MAGELLAN PROVIDER ACCESS REPORT: *(The goal of this report is to capture consumer access issues to BHRS services, look at trends and barriers to accessing services and assist consumers in navigating the network and securing services in a timely fashion)*

➤ **Discussion:**

- The team had a discussion on having monthly meetings, or two hour meetings every other month to address agenda items; however we decided to change the flow of the agenda according to these minutes to address more pertinent issues and allow time for updates the last 30 minutes of the meeting.
- Corinna provided the team the final draft of the access flyer which is provided to all BHRS providers and acting as the process in assisting families in accessing services.
- Kay Achenbach will add to the Magellan Operations agenda a discussion regarding them requesting names of consumers contacting providers for services that are not be served so the consumers can be contacted for assistance.
- Corinna provided the team with information regarding the CMHU assisting 12 members this past month is securing a treatment provider.
- Kay Achenbach from Health Choices provided the team with Magellan's feedback regarding the teams BHRS goals based on the Facts and Questions work sheet. Paulette Hunter will merge the two work sheets together for the next meeting so the team can have further discussion.
- The team was provided the Magellan Access Report; however the team again commented that this is constantly changing and not up to date.

- The team again had discussion on the barriers to providers doing evaluations for members and not having staff to provide the hours being prescribed; i.e. the evaluation has a shelf life, the prescribing psychiatrist needs to sign off on a MA 97 making the psychiatrist responsible for another agency's staff...

➤ **Action Plan:**

- Kay will provide an update on the feedback from Magellan regarding requiring providers to share consumer's names that they were not able to service, as well as discuss a process in which these consumers can be contacted for assistance.
- Corinna will provide the team with information pertaining to the number of consumers the CMHU assisted in securing services.
- Kay will provide the team a copy of the current Access Report.
- Paulette Hunter will provide the team the BHRS Goals work sheet that is comprehensive of both the teams and Magellan's goals and action plans. The team will have further discussion on this.

III. MAGELLAN COMPLETION REPORT: *(The goal of this report is to look at what prescribed hours are being delivered to families and consumers receiving BHRS so delivery issues and barriers could be addressed)*

➤ **Discussion:**

- Patty Stralo from Magellan provided an overview of the BHRS Completion Report Work and had a discussion on the Report Explanation Grid which will now capture from providers who are below a 75% completion percentage why services were not delivered. The grid includes reason codes for scheduling issues, inpatient admissions, no discharge summaries were provided to Magellan, staffing issues, family/provider conflicts...the goal is to capture a reason as to why services are not being delivered and to see why there are inaccuracies in the Completion Reports.
- There was discussion on how the CMHU can capture this data for HIPP members; however the CMHU are not privy to DPW authorizations and do not currently collect this data. There will need to be discussion with county administration on how this can be done.
- Kay provided the "Experience of Care Survey" which is used as an exit survey for members who are discharged from BHRS services. Recovery Partnership completes these surveys with consumers.
- The team discussed having the CMHU complete such an exit survey with HIPP members as well; however were uncertain about having a county employee doing this with family members since there are no base funds to contract with Recovery Partnership. Therefore Paige Keeter from Kidspace stated that she would shared with the team at the next meeting this information on HIPP children enrolled with Act 62 before the team decides how to proceed on this further.
- Kay provided the team with the 10/01/10 through 12/31/10, as well as the 01/11 through 03/11 Completion Report for discussion. Providers are reporting the information captured is still not accurate.

➤ **Action Plan:**

- Kay will provide the team with the 2009 Completion Report as well as the current report capturing 03/31/11 through 06/30/11.
- Kay will provide an update on the Magellan BHRS Completion Report Work and inform the team of the grid data that was collected thus far.
- Paige Keeter from Kidspace will share with the team information on HIPP members enrolled with ACT 62 and their exit interviews information which was completed.

IV. BHRS TRAININGS: *(The goal is to develop a comprehensive/quality assurance training curriculum for BHRS staff/providers that are servicing children with Autism)*

➤ **Discussion:**

- The team decided to remove from the agenda an update from Tim Boyer regarding DDC funding for trainings. Tim stated that if he is made aware of any grants or funding pertaining to trainings he will share the information with the team.
- Corinna informed the team that seven providers including the IU 21, Elwyn, Redco, NHS, VYH, Access and Holcomb will be meeting and consulting with Dr. Todd Harris from Devereux Cares on 06/16/11 regarding a Train the Trainer curriculum. The training suggestions from the BHRS work group will be shared with this group.
- The team suggested that BHRS providers work together to provide training opportunities for other provider employees and share cost for trainings; however the providers discussed barriers to doing this; therefore the group again requested that LC mandated consistent training to all providers as Chester County did. Jan Creedon however reminded the group that Chester County had a grant to provide such a mandated training to their providers.
- Kay Achenbach will put on the Magellan Operations agenda a discussion regarding mandating consistent Autism training to BHRS providers if the trainings are evidence based practices.

➤ **Action Plan:**

- Corinna will provide the team with an updated status on how the 06/16/11 meeting went with the providers and Dr. Todd Harris.
- Kay will provide the group with feedback regarding Magellan mandating consistent BHRS trainings to all providers that specialize in Autism.

V. MAGELLAN BHRS PILOT PROGRAM UPDATE: *(The goal is to develop innovative approaches to deliver services, develop outcome measurements, make recommendations for best practices, and increase family involvement and participation in services through support groups and intensive parent education)*

➤ **Discussion:**

- There were no current reports to share with the team regarding the BHRS Pilot Program; however the team decided to keep this on the agenda for any future updates.

➤ **Action Plan:**

- Kay Achenbach will provide any updates pertaining to the BHRS Pilot Program.

Our next scheduled meeting is Monday 08/08/11 at 1:00 pm in conference room 524 at the LC Government Center.