



**Network Council
Meeting Minutes
October 1, 2009
1:00 PM - 4:00 PM**

Members Present:

**David Jones, PBH UM
Cynthia Benjamin, PBH Network Ops
Diana Duncan, Diana's HomeCare, Inc.
Jeanne Duncan, RHA**

**Angela Gill-Graham, PBH QM
Tammy Gilmore, PBH/PDS
Chuck Hill, PBH Network
Steve Tomlinson, PBH Network Ops
Craig Hummel, MD, PBH Medical Director**

**Flay J. Lee, HopeHaven, Inc.
Dawn Allen, GHA
Bonnie Schell, PBH Consumer Affairs
Arlana Dodson-Sims, Sims Consulting &
Clinical Services, Inc.
John Hufton, CFAC
Niels Eskelsen, PBH Finance
Peggy Terhune, Monarch**

Absent: Dawn Anderson, HomeCare Mgmt.; Billy West, Daymark; Darlene Steele, PBH-QM; James Johnson, S.T.E.Ps; Leslie Mussington, Horizon Care

Guests: Ted Thomas, PBH Network Ops; Dora Hufton, consumer

- A.** Welcome and Call to Order - *Flay J. Lee*
The meeting was called to order at 1:05pm.
- B.** Meditation Reading - *Flay J. Lee*
Flay read a poem written by a resident at Hope Haven.
- C.** Network Council Report - *Flay J. Lee*
Minutes from the September 3, 2009 council meeting were reviewed. Peggy Terhune's name was misspelled and Dr. Craig Hummel was omitted from the members' present list. Darlene Steele and Angela Gill-Graham's department was listed incorrectly. Bonnie Schell made the motion the minutes be approved as amended. Cynthia Benjamin seconded. The minutes were approved as amended. Flay asked if there were any items to be added to the agenda. None were spoken. Steve Tomlinson made the motion to accept the agenda as presented. Angela Gill-Graham seconded. The agenda was accepted as presented.
- D.** Provider and Provider Communications Update- *Ted Thomas*
Ted informed the Council he and Steve Tomlinson have reported updates at several meetings in reference to informational emails to providers. It is the intent of PBH to design a single email to go out weekly with multiple articles with links for viewing those articles. This will decrease the number of informational emails going out to providers yet still get all the information out that is needed by the providers. At the bottom of these emails will be the ability to forward the email to others as well as the ability to sign up to receive them

directly from PBH. Provider updates will also continue to be announced at the quarterly Provider Meetings. There will be exceptions to these emails for information that is time sensitive.

Ted asked the Council to supply him with feedback of suggestions to re-vamp the Provider Website on the PBH website. PBH wants this site to look good and still be functional. He also asked if staff with a few of the providers could be a part of a sub-committee for this purpose. It was suggested he present the sub-committee idea at the next Provider Meeting and have a sign up sheet available. It was also suggested he put a suggestion box on the provider website and notify the providers of this.

E. Administrative Burden Sub-Committee – *Flay Lee*

Flay informed the Council this is a work in progress and he hopes to have something to report at the November meeting.

F. Electronic Medical Records System – *Flay Lee*

This item will be moved to the November meeting. Steve Tomlinson will coordinate getting a presenter.

G. Nominating Committee Report – *Dawn Allen*

Dawn will email the information to Flay, Arlana and Diana with a cc to Shelby Marlow next week.

H. Old Business – *Steve Tomlinson*

Steve reviewed the Council minutes from three years ago and provided a hand out of his findings. Steve stated meetings seemed to primarily focus on Section D of the handout, which is “to review quarterly reports on referrals made/referrals accepted per service provider; review consumers receiving services per provider; discharges from providers and reasons; annual review of trend analysis.” According to the minutes a flow chart had been developed but Steve was unable to locate the actual flow chart. This is what prompted the Dashboard Report. Dawn stated she will research her notes and attachments for more information. Diana stated the Council should be not only reviewing reports but also analyzing reports before reporting at the Provider Meetings.

Steve stated PBH needs to know what formatting and exact information is wanted in these reports. Some suggestions were: want more state issues brought to the meetings; need and want more dialogue; needs reports to review before meetings; and the Council wants to know where they can go beyond and help PBH go beyond the status quo. The Council will review the by-laws over the course of the next several meetings and determine what reports they need to be looking at. They will request these reports be sent out for review prior to the monthly meetings. There was discussion as to whether the Council would request minutes for review from break out meetings, such as: UM/DD Provider meetings, CCP/Crisis Provider meetings and the SA group meetings or to ask for reports from the providers attending these meetings. It was suggested they include minutes of the CFAC meetings as well to gather information from the consumers/family members on that committee.

Flay informed the Council he will begin requesting agenda items for the next months meetings at the end of the meetings in progress. This will allow everyone to know what to prepare for in advance. Other proposed agenda items can be emailed to him at least a week prior to the up coming meeting. Steve will prepare a list of survey report results for the providers at the quarterly Provider Meeting and ask them to pare down or add to the report they want.

I. New Business

Tammy Gilmore informed the Council of the Medicaid bulletin for August. Adults living in private living arrangements will have Medicaid that originates from the county where they live. This includes unlicensed AFL settings outside the PBH catchment area. These consumers will have the option of moving to our catchment area in order for Medicaid to stay here or they can choose to get assistance with changing to CAP MR in the county they currently live. She stated if this leads to the potential in the state of everyone's Medicaid moving to where they live; it could cause a lot of issues. Tammy also informed the Council of 40 new Innovations slots PBH is working on filling. Also, individuals in Innovations will no longer be able to receive state funding unless they are former Thomas S consumers with clinical needs. PBH is currently working with individuals this affects. She asked those in attendance to please inform their staff of this change. It is a state issue, not PBH issue.

Cynthia Benjamin informed the Council that IRIS, the incident reporting for the state, will not be implemented in October as planned. PBH is waiting on further information on this.

David Jones informed the Council Community Supports, as of this moment per the state, will stop December 31, 2009. PBH will still provide this service if medically needed until other services are in place to help for as smooth a transition as possible. When these services end, the authorizations for that service only will automatically end.

Steve announced the Geriatric Adult MH Specialty Team for PBH is now servicing Mecklenburg County. They will be hiring three new staff members; a mental health nurse, therapist and a support staff. This team provides training and education to adult facilities on geriatric and mental health issues. Steve also informed the Council that PBH UM staff is meeting monthly with DD providers to discuss better interfacing with these providers. The next meeting is October 9th. Steve attended the last PASAPA meeting. Angie Banther chaired this meeting that discussed the needs of consumers and providers and the training needs of these providers.

It was announced that Monarch has their own YouTube. Peggy Terhune does a TV show monthly on the Stanly County local cable channel to discuss disabilities. She has asked Cynthia Benjamin to be her guest to talk on PBH.

Angela Gill-Graham stated on September 1st QM started reviewing Cultural Competence with the NCQA consultant that was in the office. PBH is moving forward with accreditation. She stated the second month survey did well. Chuck Hill and Heileigh Thompson were recognized for having 100% for credentialing.

Diana Duncan informed the Council the second Cultural Competence Provider Training last month received a great response.

Bonnie informed the Council immediately after the February, 2010 Provider Meeting that Mecklenburg Promise will have a speaker on recovery.

John Hufton informed the Council the 4th CFAC Person Centered Planning (PCP) Conference will be held in April, 2010. This conference is geared for consumers and family members, but professionals are invited to attend as well. There will be workshops on topics suggested by consumers at the last conference. John also let the Council know that CFAC has been discussing consumers' fears regarding the recent budget cuts and reductions.

Flay asked if there were any additional suggestions for agenda items for the next meeting. None were spoken. Diana made the motion to adjourn. Dr. Craig Hummel seconded. The meeting was adjourned at 3:35pm.

J. The next Network Council Meeting is November 5, 2009.

Minutes submitted by Shelby Marlow

Date Approved: 11.05.09

Signature of the Chairperson: _____

A handwritten signature in cursive script, appearing to read "Craig Hummel", is written over a horizontal line.