



**Network Council  
Meeting Minutes  
February 3, 2011  
1:00 PM - 4:00 PM**

**Members Present:**

**Bill Rankin, PBH QM  
Billy West, Daymark  
Chuck Hill, PBH Network Ops  
Gregory Yousey, LIP  
Leslie Mussington, Daymark  
Steve Tomlinson, PBH Network Ops  
Devon Smith, DDR, Inc.  
Jeanne Duncan, RHA  
Flay Lee, Hopehaven  
Sarah Boyd, CFAC member**

**Angela Gill-Graham, PBH QM  
Benjamin Millsap, Monarch  
Dawn Allen, GHA  
Janet Breeding, GHA  
Treva Johnson, Omni Visions  
David Jones, PBH Clinical Ops  
Bonnie Schell, PBH Consumer Affairs  
Cynthia Benjamin, PBH Network Ops  
Renee Snipes, PBH Finance**

**Absent: Craig Hummel, PBH; Brian Freeman, Stanly Regional Medical Ctr.; Dawn Anderson, Home Care Mgmt; Diana Duncan, Diana's Home Care; Tammy Gilmore, PBH CCD; Peggy Terhune, Monarch**

**Guests: Michelle Rieder, PBH Web/Graphic Developer**

Welcome and Call to Order – Dawn Allen

The meeting was called to order at 1:00pm.

Review and approval of minutes from January 6, 2011 meeting

Dawn asked everyone to review the above minutes. There was a correction noted for a misspelled word. Bonnie Schell made the motion to approve the minutes; Devon Smith seconded. The minutes were approved as amended.

Network Council Invitation to Steve Jordan- Steve Tomlinson

Mr. Jordan indicated that if his schedule will permit he will be glad to attend our April Council meeting. Steve Tomlinson will contact Jordan's assistant to set this up. Council members were asked to send any questions for Mr. Jordan to Dawn Allen. These questions and Mr. Jordan's responses will be shared at the next Provider Meeting.

Network Council Invitation to NCIOM- Peggy Terhune

Peggy was unable to attend today. This item will be tabled until the next meeting.

### Network Council Goals – Steve Tomlinson

Steve reviewed the draft grid with the Council. It was discussed and agreed that Goal #1 would also be a regular item on the Provider Meeting agendas. Steve informed the members having Dan/Pam at Provider Meetings may not be attainable for each meeting. The states Area Director's Forum is held the same day. Keeping Council members in the forefront of plan development about PBH is already happening and will continue. Dawn Allen stated the members would also like to be kept updated on outside happenings with PBH, i.e. PBH merger with Alamance/Caswell. Alamance/Caswell had a meeting with their Board to rule on whether to approach PBH on this possibility. After their Board ruled in favor they announced their intentions to their local press. PBH has just learned of this action and will keep the members updated.

### Sanctions Grid – Cynthia Benjamin

Cynthia informed the members that ICF-MR is not included. Members reviewed and discussed each section. It was asked how PBH handles repeated vs. single incidents. If it is not clear cut the incident will go to Network Cross Functional Team and there will be a penalty. General Counsel can become involved if need be. Only the specific site and service would be frozen. PBH is governed by DHSR and will go by their ruling. Cynthia stated if there is any additional feedback on the Sanctions Grid to please forward to her by 9:00am Feb. 4<sup>th</sup>. It will go to the PBH Matrix Management Team on Feb. 7<sup>th</sup>, then to Operations Team.

### Provider Satisfaction Survey – Chuck Hill

Chuck announced the survey will begin on April 1 and will be online for seven days. June 17<sup>th</sup> is the projected date to get a report back from UNC-Charlotte Urban Institute. Each member received a copy of the questions with those requested to be changed highlighted in yellow.

- #9 under Finance – request to delete
- #10 under IS Dept. – request to add prior to questions “Have you or your staff participated in a PBH IT Training during the past 12 months?”
- #22 under UM – request to add prior to question “Have you/your agency had any denials, reductions or suspensions of services for consumers you serve during the past 12 months?”
- #22 under UM – request to delete the word authorizations
- #27 under Do you contract with other LMEs – request to add “please provide specific comments if rating is 1 or 2”
- #28 regarding PBH Website – request to make this two separate questions and add “please do not rate Provider Direct here; it is addressed above in statement 11”

Michelle Rieder with PBH presented to the members regarding the request for #28 additions. She stated it is necessary to distinguish between Provider Direct questions and Website questions in order to know if improvements may be needed to the website. Provider Direct is handled by the IT Department and she does the entire website developing/changes. Janet Breeding made the motion to approve all the above requests. Flay Lee seconded the motion. All agreed and the motion was carried.

### Global CQI Report – Janet Breeding

Janet stated they are looking at how to go forward with getting more providers to attend. They are also going green and will be using the screen to display their handouts. The next Global CQI meeting is directly after the Provider Meeting on Feb. 11.

### Who is on the By Laws Committee – Steve Tomlinson

The By Laws Committee consists of Flay Lee, Angela Gill-Graham, Chuck Hill and Diana Duncan.

### Network Council Dashboard Report – Chuck Hill

Chuck Hill reviewed the Dashboard Report for July 1, 2010 through December 31, 2010 with the members. Chuck pointed out PBH needs the Council's help with the Substance Abuse Registry of Unmet Needs. This is an under reported issue. Data still needs to be collected on these needs even if there is no funding for the services. This data will prove a need for the funding. These needs can be reported by calling the PBH 800 Access Call Center number.

Chuck reviewed the Discharge TAR Summary by Provider. Providers may be doing their in house discharge summaries but not the Discharge TAR Summary for PBH. This allows PBH and the Council to monitor discharges and it is in the by laws. It was suggested to add a section to the Discharge TAR for documenting the reason for the discharge. The Council requested a breakdown between populations on this issue. Chuck will check into this.

### Budget of PBH State Funds – Renee Snipes

There is no reduction at this time, but one is expected in July, 2011. Renee provided everyone with a handout of how PBH allocates their State Funds which she reviewed with them. PBH starts their internal budget process beginning March. PBH can be some flexible in that amendments can be made. Those amendments have to be approved by the Board.

### Establish Provider Meeting Agenda – All Members

Dan will be attending the February Provider Meeting. The Council voiced four questions to present to Dan;

1. regarding Dan's retirement, what will happen in the months to come during the transition from Dan to Pam
2. State rate cuts – what is PBHs plan
3. Alamance-Caswell merger request
4. State of PBH

Other agenda items approved were:

1. Support Needs Matrix Residential Rates
2. CABHA Update
3. First Responders
4. Substance Abuse Prevention Services Agency Spotlight
5. Cultural Competence Conference Planning Update
6. Provider Resource Booklet
7. Provider Satisfaction Survey

### Hinds Feet Farm – Steve Tomlinson

Steve informed the members that Hinds Feet Farm is requesting to be the Agency Spotlight for the August Provider Meeting. All approved.

### LME Updates -

Steve stated that PBH is open to discussions for a merger with Alamance/Caswell. No significant discussions have taken place at this time.

Providers were reminded to send their bed vacancies to PBH for posting on the website.

### Announcements -

DD Providers on the Council stated they would like to have a DD Provider meeting on March 11 since the meeting in January had to be cancelled. Steve stated this may be possible.

MH/SA Providers on the Council voiced the need of having a quarterly meeting with PBH. This will be further discussed at the March Council meeting.

Leslie Mussington made the motion to adjourn the meeting. Janet Breeding seconded. All approved. The meeting was adjourned at 3:30 pm.

**The next meeting is March 3, 2011 @1:00pm**

Minutes submitted by Shelby Marlow

Date Approved: 3/3/2011

Signature of the Chairperson: 