

GREATER COLUMBIA BEHAVIORAL HEALTH, LLC. BH-ASO

Quality Management Utilization – Meeting Minutes

MONDAY MARCH 18, 2024 – 11:00 A.M.

GCBH OFFICE, 101 N. EDISON -- KENNEWICK, WASHINGTON -- CHAIRMAN: SINDI SAUNDERS

ATTENDANCE VIA ZOOM: CAMERON FORDMEIR; CODY NESBITT; FAWN WAGNER; FARRUKH HASHMI; KRIS BROWN; MEREDITH PIEHOWSKI; ROBERTA ELLIS; SINDI SAUNDERS; ZACHARY RODDY

#	Item/Folder	TYPE	Description	Discussion Leader
1.	Call to Order		Sindi called the meeting to order at 11am	Sindi Saunders
2.	Introductions		All members of the GCBH, LLC ASO QMOC agree to maintain the privacy and confidentiality of behavioral health care information and to protect the privacy of patients and patient's families. You also agree to maintain confidentiality around Quality of Care related issues. You shall not discuss, disclose, share, and/or release this information in any form. You may only view or use provided information as required for you to perform your duties as a QMOC member. You may not view or use QMOC information for any other purposes. Additionally, any electronic data that contains patients' protected health information (PHI) or Quality of Care issues, including information provided for review are confidential. Your attendance in this meeting indicates you understand these confidentiality responsibilities with regard to serving on the GCBH LLC ASO QMOC and will comply with this confidentiality policy; which will be reflected in the minutes.	
3.	Agenda Changes		None	Sindi Saunders
4.	Review of Minutes	ACTION	Approved December 18, 2023 QMOC minutes as presented	Sindi Saunders
5.	Regional Peer Support Program		No report in Cindy's absence	Cindy Adams
6.	All Crisis Reports		Cody discussed: <ul style="list-style-type: none"> February 2024 Crisis Reports. Meeting all metrics. 	Cody Nesbitt
7.	Care Coordination		Kris discussed: <ul style="list-style-type: none"> Continuing to send in a weekly report to HCA regarding individuals waiting for long-term beds. Michaela at HCA is back from leave and is available for meetings as needed, but we do not need to keep a standing appointment at this time. 	Sindi Saunders Sarah Gillard
8.	Authorization and Notification Time Frames		Kris discussed: <ul style="list-style-type: none"> Reviewed authorization timelines documentation for December 2023 through February 2024. All authorizations completed within required timelines. 	Kris Brown
9.	Long Term Bed Diversion		Kris discussed: <ul style="list-style-type: none"> Continuing to provide care coordination with HCA, ESH, MCOs, and ASOs on all individuals at ESH that are discharging to our region or are discharging from our region to another. 	Kris Brown
10.	Single Bed Certs/ No Bed Reports		Kris discussed: <ul style="list-style-type: none"> Reviewed Single Bed Certifications from December 2023 (1 total), January 2024 (1 total), and February 2024 (0 total). 	Kris Brown

#	Item/Folder	TYPE	Description	Discussion Leader
			<ul style="list-style-type: none"> Reviewed No Bed Reports, including causes and dispositions, from December 2023(6 total), January 2024(4 total), and February 2024(3 total). 	
11.	SABG Review		In Sarah's absence, Sindi discussed: <ul style="list-style-type: none"> 380 days currently available 	Sarah Gillard
12.	Customer Service Line		Fawn discussed: <ul style="list-style-type: none"> December Customer Service: 8 total calls, 4 requesting information – referred to insurance and 4 requesting information related to crisis – referred to Crisis Line. January Customer Service: 3 total calls, 1 requesting appointment – referred to insurance, 2 requesting information about crisis – referred to Crisis Line February Customer Service: 2 total calls, 1 requesting appointment, 1 requesting assessment; both referred to insurance All calls answered within 30 seconds 	Fawn Wagner
13.	Compliance Issues		None reported	Sindi Saunders
14.	Critical Incidents		Sindi discussed: <ul style="list-style-type: none"> One CI reported: Death by suicide, reported to state and MOC HIPAA violation reported and discussed 	Sindi Saunders
15.	DCR Monitoring		Sindi discussed: <ul style="list-style-type: none"> QBH assisting with Whitman County on the weekends Most evaluations are tele-health or at ER Meeting with Comprehensive in Walla Walla so everyone could be on the same page; went well. 	Sindi Saunders
16.	CLIP		Meredith discussed: <ul style="list-style-type: none"> Been busy: 2 CLIP referrals, more pending First Clip-It quad-lead team meeting tomorrow 	Meredith Piehowski
17.	FYSPRT		Meredith discussed: <ul style="list-style-type: none"> Last meeting was in March; no April meeting Looking for family Tri-lead Conversation with Wise regarding families and graduation of individual from Wise program. May – Mental Health Awareness month YARP event last Friday: 250-275 kids; surveys Lots of outreach coming up Town Hall with Walla Walla next week 	Meredith Piehowski
18.	SUD Navigator Update		Cameron discussed: <ul style="list-style-type: none"> Rough draft version of the updated uniform program standards for the Recovery Navigator Program; incorporates pre-trial diversion When tracking was received from HCA; highlighted items were shown. Error happened when they clicked "approve all" it is now being combed through for errors. 	Cameron Fordmeir

#	Item/Folder	TYPE	Description	Discussion Leader
19.	CBRA		In Gordon's absence Sindi discussed: <ul style="list-style-type: none"> Audit has been postponed 	Gordon Cable
21.	Comments/Issues		Sindi discussed: <ul style="list-style-type: none"> TEA monitoring – August 22nd Provider audits to start in May Currently updating audit tools – Cody updated and shared his 	Sindi Saunders
22.	Other		GCBH ordering t-shirts and sweatshirts	Sindi Saunders
23.	Adjournment		Meeting adjourned at 11:42am	Sindi Saunders