

# GREATER COLUMBIA BEHAVIORAL HEALTH, LLC. BH-ASO

## Quality Management Utilization – Meeting Minutes

JULY 15, 2024 – 11:00 A.M.

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

ATTENDANCE VIA ZOOM: CAMERON FORDMEIR; CINDY ADAMS; CODY NESBIT; FAWN WAGNER; KRIS BROWN ; SARAH GILLARD; SINDI SAUNDERS; ZACHARY RODDY

#	Item/Folder	TYPE	Description	Discussion Leader
1.	Call to Order		Meeting called 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	<b>ACTION</b>	Approved June 17, 2024 QMOC minutes as presented	Sindi Saunders
5.	Regional Peer Support Program		<p>Cindy discussed:</p> <ul style="list-style-type: none"> <li>• Complaint/grievance requested late last Friday afternoon; Cindy explained process, gave State OBHA number, no other communication as of yet.</li> <li>• Peer support AdHoc group, once or twice a month, first meeting July 25<sup>th</sup>.</li> <li>• No model yet for the U of W/HCA/Harborview as the peer reviewer; training module will be on ethics and behavioral health.</li> <li>• When the Cultural Humility training is done and ready, Cindy will let everyone know</li> <li>• Peer Pathways conference in Yakima, August 21/22</li> </ul>	Cindy Adams
6.	All Crisis Reports		<p>Cody discussed:</p> <ul style="list-style-type: none"> <li>• Latest crisis reports; meeting all metrics.</li> </ul>	Cody Nesbitt
7.	Care Coordination		<p>Kris discussed:</p> <ul style="list-style-type: none"> <li>• Continuing to provide care coordination and discharge planning support with ESH, MCOs, and HCA for discharges from ESH back into the GCBH region. Attended ESH Forensic Unit Monthly Discharge Meeting in June.</li> </ul> <p>Sarah discussed:</p> <ul style="list-style-type: none"> <li>• Working with Marci who is a counselor with Yakama Nations SUD programs to coordinate care for individuals seeking residential</li> </ul>	Sindi Saunders Sarah Gillard

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			treatment. This was the first time the tribe has reached out for assistance.	
8.	<b>Authorization and Notification Time Frames</b>		Kris discussed: <ul style="list-style-type: none"> <li>Reviewed authorization timelines documentation June 2024. All authorizations completed within required timelines.</li> </ul>	Kris Brown
9.	<b>Long Term Bed Diversion</b>		Kris discussed: <ul style="list-style-type: none"> <li>Continuing to send in weekly Long Term Bed Diversion Reports to HCA for individuals that are on a 90 Day commitment and eligible to be transferred to either ESH or a community long term bed.</li> </ul>	Kris Brown
10.	<b>Single Bed Certs/ No Bed Reports</b>		Kris discussed: <ul style="list-style-type: none"> <li>No single bed certifications were authorized in June 2024. Four No Bed Reports were received from HCA for June 2024. We followed up on them with crisis providers, and dispositions were provided to HCA. Medical concerns impeded placement for three and one was due to behavioral acuity. No other issues were identified.</li> </ul>	Kris Brown
11.	<b>SABG Review</b>		Sarah discussed: <ul style="list-style-type: none"> <li>July was the beginning of a new fiscal year; currently have 60 days of Block grants for 2 individuals; Trueblood funds are also available.</li> </ul>	Sarah Gillard
12.	<b>Customer Service Line</b>		Fawn discussed: <ul style="list-style-type: none"> <li>3 total Customer Service calls: 1 caller requesting crisis number; gave both crisis numbers. 1 caller looking for an assessment; referred to insurance. 1 caller looking for a specific counselor, will look elsewhere. All calls answered within 30 seconds.</li> </ul>	Fawn Wagner
13.	<b>Compliance Issues</b>		No compliance issues reported	Sindi Saunders
14.	<b>Critical Incidents</b>		No critical incidents reported	Sindi Saunders
15.	<b>DCR Monitoring</b>		Sindi discussed: <ul style="list-style-type: none"> <li>Currently filling out a survey on DCR's for the state.</li> <li>Currently everyone is stating they are good with the number of DCR's they have; the biggest barriers to DCR's responding in a timely manner is distance.</li> </ul>	Sindi Saunders
16.	<b>CLIP</b>		No report in Meredith's absence	Meredith Piehowski
17.	<b>FYSPRT</b>		No report in Meredith's absence	Meredith Piehowski
18.	<b>SUD Navigator Update</b>		Cameron discussed: <ul style="list-style-type: none"> <li>Quarterly reports due at the end of July; checking for errors before submission</li> <li>Spokane ASO and GCBH are in together for a joint venture of a Diversion summit. This will include any type of diversion (Trueblood, Therapeutic Courts, and Prosecutorial Diversion etc.) It will be brought up to the rest of WA State to see if they are interested. Cameron will be looking at venues/sponsors etc. in preparations of this. The summit</li> </ul>	Cameron Fordmeir

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			<p>would include participant panels with more like a learning collaborative and conversations than a speaker/audience program.</p> <p>AOT:</p> <ul style="list-style-type: none"> <li>Attempting to get a group from Kennewick to pilot a Pre-arrest diversion along with the pre-trial diversion. Still finding gaps where AOT can help and work.</li> </ul>	
19.	CBRA		No report in Gordon's absence	Gordon Cable
21.	Comments/Issues		<p>Sindi discussed:</p> <ul style="list-style-type: none"> <li>GCBH will be hiring a new employee due to some new contract requirements. Currently putting together a job description, hoping to have a personnel committee to get job description approved by Executive committee.</li> </ul>	Sindi Saunders
22.	Other			Sindi Saunders
23.	Adjournment		Meeting adjourned at 11:22am	Sindi Saunders