

**BHRS Partner's in Quality Meeting  
Meeting Minutes from Monday - 10/20/08  
Lehigh County Government Center**

I. Participants: Jill Kratzer, Jeff Rudski, Pat Theodore, Veronica Jarvis, Diane Marciano, Allison Frantz, Tim Boyer, Lisa Sportelli Wright, Lynn Kovich

II. Status Report/ Quality Improvement Activity

Since our last meeting Lehigh County and Magellan Behavioral Health (MBH) have met to discuss quality improvement activities, data collection and audit. Current practice: talk to people involved, Quality Improvement involves auditing of provider client charts. Areas reviewed in client charts include treatment plans, hours of service, and families are asked questions.

Diane Marciano gave a handout:

Handout: Lehigh County Magellan Behavioral Health Quality Improvement Activity – 2008-09

1. Quality Improvement Activity – BHRS Provider Audits and Family Satisfaction Survey

A. MBH will conduct at a minimum 4 provider audits of 40 treatment records of families receiving BHRS services.

√ Date of Completion: December 2008

B. The survey questions for the satisfaction survey will be prepared by the County, MBH and Recovery Partnership

√ Date of Completion: December 2008

C. Recovery Partnership will conduct satisfaction surveys on the same 40 families. Participation of these families in the survey will be voluntary. Of the providers and families being audited and surveyed, fifty percent of the population served will represent autistic members.

√ Date of Completion: March 2009

D. MBH and Recovery Partnership will prepare, analyze and report on the data. The audits and/or survey will focus on quality and quantity of service delivery, specifically:

- Number of adequately trained staff
- Prescription appropriate to plan
- Access to services
- Completion ratio of services – an improvement of the hours of services billed over the hours of services requested and authorized

√ Date of Completion: June 2009

It was suggested that the providers are chosen randomly. Another suggestion was to add a second tier of data, methodologies such as DIR, PEC's, ABA, verbal behavior, others. Add a question such as "What is the family using", "are there different methodologies you would like added or need" "is the family aware of all of the mentioned methodologies".

Ask the provider "which methodologies do you use" Ask the client, "has your provider been effective in providing the treatment".

To maintain anonymity of families who are interviewed, ask for all of the charts and then the auditors just audit the ones that were randomly chosen.

When interviewing families it is important for Recovery Partnership to let families know that their feedback is anonymous.

A question was posed if the methodologies used are carried through at school.

Diane Marciano will speak with MBH quality improvement staff, Tammy about the survey and when completed Diane will bring the survey to our BHRS group for review.

Another question asked was, "how are we getting newly diagnosed children services"? "Who is the point of contact for BHRS in the County"? "A record should be kept of how many individuals are requesting services" It is reasonable for LC to be aware of how many referrals there are. Lehigh County will begin to work on this tracking. It was suggested that a letter is sent to providers to have them maintain a record of who is calling them for BHRS services including demographics.  
– Lehigh County will follow up on this.

### III. Completion Report – Handout given by Diane Marciano (from providers' perspective)

#### Reasons for BHRS Access Issues – October 20, 2008

1. Lack of staff available to hire, many of the Providers stated that recently it has been more difficult to recruit master's level staff.
2. Lack of staff trained in autism.
3. Contracted staff will not work in certain areas (specific neighborhoods)
4. Staff retention/High Turnover Rates
5. Provider 41: Team Counseling and Glen Koch and Associates have a limit on the number of staff a psychologist can supervise which does not allow for expansion
6. Can not find staff to meet the peak times for BHRS services:  
3pm to 6pm

A recommendation was made to have a full-time "floater" position – to fill in when a TSS is sick or on vacation.

FBA Training – 70 BSC's in our area need training. Once trained, MBH will need to credential them. By January 1st they must be FBA trained and certified. MBH will check every evaluation that is completed to ensure that only FBA credentialed individuals are completing the evaluations.