

**BHRS Partner's in Quality Meeting  
Minutes 8/17/09**

**Lehigh County Government Center**

- I. Participants: Paulette Hunter, Lisa Sportelli, Matt Bauder, Diane Marciano, Ellen Chung-Finnegan, Lynn Kovich, Pat Theodore, Corinna Bealer, Tee Decker, Tim Boyer
  
- II. Presentation of QIA Summary
  - A. Recovery Partnership completed face to face interviews. Matt Bauder and Ellen Hunt oriented Recovery Partnership staff to BHRS and provided them with a “cheat sheet” of follow-up questions to ask during the member satisfaction survey. Over 50% of those interviewed had a child who is on the Autism Spectrum. 40 Treatment records were reviewed. You can review the “Synopsis of Quality Improvement Activity by clicking on the following link - <http://www.lehighcounty.org/LinkClick.aspx?fileticket=jqqHKjp%2fcv1%3d&tabid=336&mid=1783&language=en-US>
  
  - B. The chart review items reviewed is on page 2 of the “Synopsis of Quality Improvement Activity” as well as all of the questions asked of families.
  
  - C. A suggestion was requested to add reason codes; reason why families aren't receiving services, why hours aren't being filled – is it a staffing issue or a family issue. And for all providers to do this.  
**Task:**  
Magellan Behavioral Health (MBH) will look into this.
  
  - D. Provider Survey –  
**Task:**
  
  - E. Parents requested that MBH cross reference the families (those families interviewed) with the provider responses and to give the percentage of satisfaction for each individual provider
  
  - F. Parents requested that the number of providers represented by the family surveys be identified.
  
  - G. A complaint phone number needs to be easily accessed by families.
  
  - H. A concern was expressed about the “0%” on “do you have a discharge plan. All other questions asked hit the 85% benchmark.
  
- III. Recommendations from Summary
  - A. The recommendations and next steps are listed on the “Synopsis of Quality Improvement Activity” document.

- B. Due to staffing issues a recommendation was made to seek a grant for students that might agree to work for 2 years with a provider to earn special education credits as is done in the educational system.

**Task:**

MBH will check on this to see if it is a possibility.

- IV. Actions Steps that have been taken and will be taken
  - A. Matt handed out “BHRS Access Issues” which is attached to the e-mail. Included on this document are steps that MBH is currently working on to monitor BHRS access issues.
  - B. One thing that MBH has done is to require that providers alert MBH to access issues immediately. An example of this tracking form is attached to the document.
  - C. MBH and Health Choices identified 2 priority issues; accessing services and the receipt of scripted services.

A synopsis of this meeting will be offered at the September Autism Task Force meeting.

The next meeting will be scheduled on 10/12/09