

Parent Provider Council
 Minutes
 February 27, 2006

Attendees: Georgia Baddley, DSPD, Kenneth Ekong, Mary Johnson, Alice Farnsworth, Joyce Garcia, Dean Weedon, and Josette Dorius, Chair.
 Excused: Trisha Beck, Monica Rafferty and George Kelner

Mission Statement: Our mission is to optimize the quality of life of the people we serve by providing excellent, compassionate, and integrated health services throughout the lifespan.

NOTE: Next meeting May 30th (Tuesday) at 6:00 p.m. to 8:00 p.m.

AGENDA

Agenda Item	Discussion	Action/Timeline
I. Review of minutes 11/22/05	Updated action items on minutes. With no corrections minutes were approved.	Approved
II. Packet Discussion A. Newsletter	The spring newsletter is in the making and should be completed by the first week in March. It will be posted on the website and forwarded to providers and mailing contacts.	Newsletters will be posted ongoing through the UNI HOME website – Joyce Garcia
II. Packet Discussion B. Council Membership	<p>The council has been meeting for one year. Reviewed membership roster and received ideas of potential council participants for next year. The following members have agreed to serve another year: Kenneth Ekong, KRS, Mary Johnson, parent, Alice Farnsworth, DSPD. It was suggested that we have client participation, another provider member and a representative from Medicaid as Mike Deily has retired from the State. A few names were suggested.</p> <p>Members that are going off the council. Lisa Stamps, parent Mike Deily, DOH, retired position Katie Martini, provider A special thank you to these individuals for their time and support for this new venture.</p>	<p>Will contact the members that were not present to validate their interest and availability to serve one more year. Will contact suggested members by the council to see their willingness to participate. Byron Arnold – parent Chris Frankowski – Chrysalis Robert White – client Eric Johnson – client Female client – TBD Robin Stewart – DSPD supp coordinator to replace Georgia Baddley</p>

<p>II. Packet Information C. World Class U Pillars</p> <ol style="list-style-type: none"> 1. People 2. Growth 	<p>Reviewed the clinic feedback form and the overall scoring of the performance rating is 5.4 and satisfaction rating is 5.9. The committee appreciates getting this information.</p> <p>Reviewed the graphs of the growth pillar. We outlined the overall rate comparisons of other clinics and diagnostic services within the University. It is interesting to show that we are actually looking better or the same as other clinics in the University for arrivals and No Show ratings.</p> <p>The growth chart shows that we have 383 enrolled in our program as of March 2006. Alice indicated that Dr. Lang is referring a number of patients to the HOME program because they want to be seen in a clinic and with a one-stop shop type of service. We are budgeted to reach 400 by the end of fiscal year.</p>	<p>Will continue to report quarterly. Josette</p> <p>Will continue to report quarterly. Josette</p> <p>We remain ahead of budgeted numbers of enrollment. Continue to support referrals from Dr. Lang's clinic. Alice indicated there are about 48 more patients to transition. Dr. Lang's VMH contract is ending June 30th.</p>
<p>III. Frequently Asked Questions (FAQs)</p>	<p>Joyce Garcia discussed the website and the way that the FAQs will be displayed on the website. Joyce will continue to develop the questions and establish the necessary links.</p> <p>The council also discussed the options of being able to send emails thru that website and Joyce is checking into that possibility.</p> <p>The webpage is in constant revision.</p>	<p>Plan to add FAQs to website with hot links to the list of questions.</p> <p>Encouraged the council members to pull up the website and provide feedback.</p>
<p>IV. Clinic Introductions, additions, Role Changes</p>	<p>As the introductions were done at the beginning of the council meeting this was not necessary for the group.</p>	<p>No action</p>
<p>V. Round Table</p>	<p>Council members made the following</p>	

	<p>comments.</p> <ol style="list-style-type: none"> 1. Kenneth from KRS stated that they were having difficulties with missed appointments due to multiple issues. One thing KRS does now is the manager calls Alli to confirm appointments for the next month. This has corrected previous No Show issues with Key clients. 2. Alli is paying closer attention to the address listed in the computer system to make sure it is the address that all correspondence should be forwarded to, i.e., appointment reminders. 3. Wait time and urgent visit access has been wonderful. It would be nice to be able to be seen as quickly for their own doctor appointments. 4. The one main issue is NOT GETTING A LIVE BODY when someone calls to our clinic. This is an ongoing concern by all of us and a number of things continue to be looked at. We do not have the budget to support a receptionist position. We will continue to address at clinical meetings and look at telecommunication systems that may support a better process. 5. Effective April 1st Drs Lehmann and Ashworth are going to adjust schedules to begin on the half hour instead of the even hour. We are hoping that this will enhance team efficiency and give patients an opportunity for a little later appointment 	
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	availability. Our wait time is on average 10 to 12 minutes so we hope to continue with that standard.	
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Meeting adjourned at 7:50 p.m.

Minutes transcribed: Josette T. Dorius, RN, MPH

Service Director

Child & Adolescent Behavioral Health Clinic

Neurobehavior HOME Program