

Parent Provider Council  
 Minutes  
 March 25, 2008

Attendees: Alice Farnsworth, Josette Dorius, Trisha Beck, Chris Frankowski, and Michael Deily, Robin Stewart, DSPD, Monica Rafferty, Trisha Beck and Robert Bucciare .

Excused:, Theo Judson, DSPD, Mary Johnson, Eric Johnson, Wilhelm Lehmann, M.D., Kenneth Ekong and Robert White.

*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 August 26th (Tuesday) at 5:30 p.m. to 7:30 p.m.**

AGENDA Meeting began at 5:45 p.m.

| Agenda Item   | Discussion   | Action/Timeline  |
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| I. Review of minutes<br>11/27/2007.   | <ul style="list-style-type: none"> <li>• Social Workers and Psychiatrist sharing on hour appointments.</li> <li>• Patients arrival times.</li> <li>• A. Seeing patients for a shorter period of time is better than not seeing them at all.</li> <li>• Outcome Reporting on YOQ &amp; OQ by Social Worker</li> <li>• 82 clients approximately</li> <li>• 1st time to use (10 to 12 mins)</li> <li>• 2nd time to administer (&lt; 10 mins.)</li> <li>• Goal is every 4 to 6 weeks.</li> <li>• Clients feel empowered when score is &lt;</li> <li>• Therapists share with clients after 2 scores have been completed (graph form)</li> </ul> | Minutes were approved.   |
| II. Pillar review<br>fiscal year 2008<br>Service<br>Finance<br>Quality<br>Growth<br>People<br>Community | <p><b>Service:</b><br/>           Be more proactive in managing phone calls related to lab results and prescription refills</p> <p><b>Finance:</b><br/>           Manage hospital utilization so that bed rate <math>\leq 100/1000</math></p> <p><b>Quality:</b><br/>           1. Increase the number of returned customer satisfaction</p>   | <p>Service: Hired 2 MA's to assist Kim Liddiard (Pehrson). Julie Wright and Bert Halladay.</p> <p>Jan 34.14<br/>           Feb 194.83<br/>           March 5.84</p> <p>This is biannually. Nothing more to report at the next meeting.</p> |

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|                                  | <p>surveys</p> <p>2. Increase number of clients able to receive behavior supports</p> <p><b>Growth:</b><br/>Manage Growth Appropriately</p> <p><b>People:</b><br/>Increase AIDET awareness and use for all staff members</p> <p>Increase Staff Morale</p> <p><b>Community:</b><br/>Increase awareness of staff participation in community groups, in-services, and fairs</p> <p>Express value for community providers and parents</p> | <p>This has had very positive momentum. Taryn and Stephanie are carrying full case loads. A number of inservices have been well received. Opportunity to expand services.</p> <p>This remains our biggest challenge.</p> <p>Continuous reminders.</p> <p>Our committees have been very good at introducing fun into the workplace. Our next event is a BBQ June 20<sup>th</sup></p> <p>This is ongoing. Taryn was highlighted in the Davis County paper about her presentation to parents and providers. We have had ongoing inservices on behavior support and Robert Bucciere and Dean Weedon presented to Family First this week.</p> <p>Recognized three individuals for their ongoing support to HOME's success.</p> <p>Special Thank you to Monica Rafferty who resigned from the Council.</p> |
| <p>III Disenrollment Report</p>  | <p>Disenrollments</p> <p><b>December = 2 enrolled 585</b></p> <p><b>January 08 =4 enrolled 591</b></p> <p><b>February 08 =3 enrolled 597</b></p>  | <p>The primary reason for disenrollment is distance.</p>   |
| <p>IV. Vision for the Future</p> | <p>What is our Product?</p> <p><input type="checkbox"/> Service Organization</p> <p><input type="checkbox"/> Primary Care Provider</p> <p><input type="checkbox"/> Specialty Care</p> <p><input type="checkbox"/> Case Management</p>   |  |

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|  | <ul style="list-style-type: none"> <li><input type="checkbox"/> Behavior Supports</li> <li><input type="checkbox"/> Advocate</li> <li><input type="checkbox"/> One Stop Shop</li> <li><input type="checkbox"/> Varied Expertise, strengths and styles</li> </ul> <p>“Our Tool Box”</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Medication Management</li> <li><input type="checkbox"/> Behavior Management</li> <li><input type="checkbox"/> Therapy Services Including Groups</li> <li><input type="checkbox"/> Case Management</li> <li><input type="checkbox"/> Education</li> <li><input type="checkbox"/> Psychology Services</li> <li><input type="checkbox"/> Nutrition Services</li> </ul> <p>Circle of Influence</p> <p>Broadening Service Interventions</p> <p>The facts about growth</p> <p>Additional Sites</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Patient need demands that we consider additional north and/or south sites.</li> <li><input type="checkbox"/> We will be exploring facility options, staffing options, and how to maintain the HOME culture in a new location.</li> <li><input type="checkbox"/> We will implement Telehealth services to support our community needs.</li> </ul> <p>Measures:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> OQ/YOQ</li> <li><input type="checkbox"/> Financial Data</li> <li><input type="checkbox"/> GAF Scores</li> <li><input type="checkbox"/> Care Coordination</li> <li><input type="checkbox"/> Customer Service Survey</li> <li><input type="checkbox"/> Hospitalization Rates</li> <li><input type="checkbox"/> HOME Enrollment</li> </ul> | <p>There is a desperate need in the community for the high quality services we provide.</p> <p>To enhance our current services, we must provide necessary revenue.</p> <p>Therefore, growth is inevitable. However, we must grow in a responsible way which allows us to sustain or improve quality as well as remain financially viable.</p> <p><b>DEPENDENT UPON</b></p> <p>Staffing levels to meet demand</p> <p>Able to be responsive with scheduling</p> <p>Appropriate timing of satellite clinics</p> <p>Managing Growth by Increasing Efficiency</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Continued focus on hospital utilization</li> <li><input type="checkbox"/> Increased support for medical utilization system</li> <li><input type="checkbox"/> Joint Visits</li> <li><input type="checkbox"/> Restructuring the MA role</li> <li><input type="checkbox"/> Becoming paperless</li> <li><input type="checkbox"/> Adding necessary staff</li> <li><input type="checkbox"/> Re-assess meetings structure</li> <li><input type="checkbox"/> Thinking Green</li> </ul> |
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|                   | <input type="checkbox"/> Rate of HOME Enrollment<br><input type="checkbox"/> Employee Satisfaction<br><input type="checkbox"/> Total Medical Costs (PMPM)<br><input type="checkbox"/> Monthly Percentages (ARR, NOSH, CAN, BMP)<br><input type="checkbox"/> Complaints<br><input type="checkbox"/> Publications<br><input type="checkbox"/> Numbers of Staff and Services<br><input type="checkbox"/> Disease Management Areas <ul style="list-style-type: none"> <li><input type="checkbox"/> Diabetes</li> <li><input type="checkbox"/> Obesity</li> <li><input type="checkbox"/> Cholesterol</li> <li><input type="checkbox"/> Coumadin</li> <li><input type="checkbox"/> Medication utilization</li> </ul> |  |
| VI. Round Table   | No Issues<br>Next 2 Meetings for Calendar: <ul style="list-style-type: none"> <li>• August 26, 2008</li> <li>• November 25, 2008</li> </ul>  |  |
| VII. Next Meeting |  | <b>August 26, 2008</b><br><b>5:30 to 8:00 p.m.</b> |

**Attachment: Slide presentation**

Meeting adjourned at 8:00 p.m.

Minutes transcribed: Josette T. Dorius, RN, MPH

Service Director

Child & Adolescent/Adult Behavioral Health Clinics

Neurobehavior HOME Program