

## Magellan of Arizona/Maricopa RBHA QI Committee Meeting Summary

Meeting Name: Quality Improvement Committee  
 Meeting Date: 11/27/07

Key Topics	Decisions/Outcomes
Quorum/Welcome & Introductions	The meeting was initiated by welcoming Committee Members, followed by introduction and a brief orientation of QIC structure was provided for members.
Old Business/Review of past Minutes	The Committee reviewed the Minutes for 10/16/07, which were approved.
External Audits/Regulatory Compliance	<p>There was an overview of Appendix C, Arnold v. Sarn class action lawsuit that covers SMI population with a focus to meet requirements &amp; standards by ADHS/DBHS. These standards are measured and scored according to the Court Monitors Office.</p> <p>The Arnold Correction Action Summary Grid contains list of Appendix items with summary, target population/site, and target percentage. The Quarterly Independent Review findings (Jul-Sep 07) describe Appendix C measures and summary of findings. ADHS used the Case Review Instrument (CRI) to complete the audit, as well as interviews with the consumer, Case Manager, family member/guardian, and/or provider staff. Indications of C2 priority clients have appropriate clinical teams. The scores (related to previous vendor) show some improvements but the previous RBHA did not meet standards for the past four quarters.</p> <p>Wraparound – three Children’s PNO’s, Southwest Network, Inc., People of Color Network, Inc., Quality Care Network, Inc., practice reviews incorporated by Family Involvement Center. The feedback received is made available for providers on monthly basis.</p>
Key Indicator Reports/QI Work Plan and QI/UM Program Description	The committee was provided with details of the Annual QM and UM Plan, Work Plan, which is required by ADHS and Magellan Health Services contract. The Committee reviewed the priorities for monitoring

	the behavioral health system over the next year. The Work Plan was designed with input from key stakeholders, applicable AHCCCS and ADHS requirements. This Work Plan is considered to be a living document so it can be revised as the plan is rolled out.
Quality Improvement Activities/Performance Measures: Access to Care and Coordination of Care	Access to Care appointment availability for routine assessments appointments. The Scope of Work tool aids in tracking date referred, date appointment offered, compliant/non compliant and provider identification, measures coordination of care with AHCCCS Health Plans, PCP's, sufficiency's appropriateness of services, outcomes and answered calls, abandonment rate for Customer Service and Crisis lines.
Performance Improvement Projects	The committee reviewed the Strategic Plan, which covers priorities and next steps for QIC. The outlined plan covers both Children and Adult systems and to proceed with little steps in all areas. It is QIC intent to roll out plans and maintain a balance. Measurements/reports are generated and indicators have been set to measure effectively. Feedback may flow up and down via other committees.
Appeals, Grievances, Complaints, Compliments – Quarterly Member Services Report	Quality Improvement produces a quarterly complaint report that is delivered to ADHS. Customer Service subcommittee work flows up to QIC for review. And complaints/compliments are tracked through the system.
Sub-Committee Reports	There are 14 subcommittees, which 3 are Advisory Committees for specified populations: GMH, Adult & Child. A brief overview of the QI Committee calendar and the QI Committee Minutes checklist was presented.