



Magellan of Arizona Regional Behavioral Health Administration for Maricopa County

Governance Board Minutes of July 30, 2008

PRESENT:

<p>Community Members of Governance Board: Ted Williams – Board Chair CEO, ABC Housing - CEO Adult Provider Representative Matt Kennedy STAR - Adult Service Recipient Representative Sue Davis Vice President, emerita, NAMI - Family Member Representative Nick Margiotta Phoenix Police Department - Community Member Representative Luz Sarmina CEO, Valle Del Sol - CEO Children Provider Representative</p>	<p>Magellan Members of Governance Board: Chris Carson M.D. – Board Chair Chief Executive Officer, Maricopa County RBHA Andrew Mebane M.D. Chief Medical Officer, Maricopa County RBHA Dan Wendt Chief Quality Officer, Maricopa County RBHA Gaye Tolman - Teleconference Chief Recovery and Resiliency Officer, Maricopa County RBHA Erin Somers - Teleconference Representative for Chief Community Relations Officer, Maricopa RBHA</p>
<p>Staff to Governance Board Lynette Tolliver – Governance Board Administrator</p>	
<p>ABSENT: Brenda Benage Chief System Transformation Officer, Maricopa County RBHA Valerie Van Auken Family Member of Child Recipient Representative Charles Curie Principal, The Curie Group, Consultant to the Board</p>	

IN SESSION: 10:00 a.m.

Board Minutes Submitted for July 09, 2008 Meeting:

A motion was submitted to the board to approve July 09, 2008 minutes. The board unanimously approved the minutes.

MAGELLAN UPDATES

Operational Update

Sarah Maloney provided an update to the board:

- Enrollment & Demographic Clean-up
 - Magellan had targeted the top four Providers with aging intakes that made up 70% of the total outstanding demographics. The outcome has been effective. Magellan is now enlisting help from other departments, including the IT Department from St. Louis, and refocusing on the top 10 Provider sites for training, help with correcting demographics, and guiding Providers through closures including coordination of care.
 - The board asked what criteria determines whether someone is no longer receiving active treatment. Magellan stated: “through Out Reach and attempts to reengage recipients.” Before closing an individual, the case must be validated as to why the treatment is currently inactive. Coordination of care is used to gather information such as: has the individual withdrawn from services, has the individual completed the treatment, has a home visit been scheduled and has the treatment team met the individual, or has a face-to-face meeting been done. For people in the SMI population there are additional steps for reengagement.
- Clinical Liaison Rosters
 - Currently the report will be out to all Providers by August 15th. This report will list which Agencies are assigned to a Clinical Liaison and which Agencies currently do not have a Clinical Liaison. This report will be sent out on an on going basis.

PNO Transition

Chris Carson provided an update to the board:

- PNO Transition Plan Update
 - Magellan is continuing negotiations with the Adult PNO's.
 - There was a meeting with January Contreras and Dr. Laura Nelson of ADHS/DBHS concerning reducing encounter levels and continuing the transition based on the RFP and Magellan's proposal. The understanding is that the 130% AHCCCS rate for payment to PNO's and Agencies is a floor expectation and anything above 130% would be handled at the discretion of the Magellan Finance Department.

Clinical Update

Carole Matyas provided an update to the board in several areas:

- Case Management Forum Responses
 - The Case Manager (CM) Forum had been distributed to many people, including the board, and Clinic/RBHA staff. Currently a response document is being developed with the expectation that it will be completed prior to the next CM Forum scheduled around mid to late October.

ACTION: The board will receive a copy from Carole Matyas of the Case Management Forum Responses Document.

- Analysis Rehab Specialists
 - Magellan has determined that there are opportunities for training and development for Rehab Specialists. Case Managers were promoted to Rehabilitation Specialists in the past. The staffing pattern will not change, but adjustments will be made to look for candidates suited for the position.
- Monthly PIP and Case Management Update
 - Magellan has sent DBHS monthly PIP and Case Management updates. DBHS has responded with minimal concern regarding Magellan's performances from the PIP, the court case, or the performance concerning the Case Management Plan. Magellan will continue to send and respond to the concerns of DBHS.
 - Some current DBHS concerns are 1. Fully staffing each site with a Peer and Family Mentor. There are currently seven openings, and we hope to fill these positions soon. 2. Consistencies across the sites for supervision and training. Magellan has a monthly follow-up meeting with the Office of the Monitor and DBHS to verbally respond to the concerns submitted by DBHS.
- Audit Update
 - The board asked for a review of the Monitor Training for Magellan. There were three-hour trainings for all Clinical Coordinators (CC), structured in four different sessions. Each CC was assigned one case to do a green book audit due by August 15th. Then the CC would bring back the information and report to QI. This will assist the CCs and clinic personnel in understanding what DBHS and the Courts expect as required by the *Arnold v. Sarn* measures.
 - Magellan has allocated 30 to 35 Magellan staff to conduct an internal site audit in August 2008 in preparation for the October 2008 audit.
 - The Court Monitor asked that Magellan donate employees along with DBHS staff and others in the community to complete the audit. Magellan agreed that one Clinical Coordinator per site will be trained in the Gold Standard Auditing Process and serve as an auditor in other clinic sites beyond his/her site location.
- Lobby update
 - Magellan received approval for renovations and will start at the 1300 clinic site.
 - The capital budget for security personnel for the UPC has been approved.
- Call Rollovers
 - Based on a concern raised at the previous board meeting from a community member during Public Comment, Magellan has worked with our internal IT Support and, starting immediately, every clinic will have a second auto attendant line installed. This will serve as a daytime auto attendant message line to assist in call overflow. The recording will state: the name of the clinic, that all staff are currently busy with other callers, to please leave a message, and if this is an emergency, to please call 911.

- Each clinic will assign a staff member to check messages left on the overflow line.
- The board complemented the rapid response in rectifying the phone issue.

- **Hiring Staff**

- The board questioned the vacancy rate for open clinical positions. There were concerns regarding the ACT Teams and specifically three resignations from one specific team. Other concerns were: turnovers and obtaining a full complement of staff to work on caseloads.
- Carole commented that all three staff members who had resigned were from one of the 1300 Clinic ACT Teams. Carole provided additional insight to the board and assured that this was an isolated situation with other variables and had been handled accordingly. The first thing Magellan checked was recipient care, and changes were made to modify the process so that operations would run more smoothly.
- There had been a 50% increase in cases for ACT Teams plus a huge push for new expectations. There has been some pressure and scrutiny, plus the overtime pay system has been changed. Carole assured the board that progress is being made.
- QI received a Fidelity Report stating that the fidelity is at 75% of meeting the standards.
- The board discussed the ACT Team retention considering the increased responsibilities as demands rise. There will be 50 new ACT transitional beds to be utilized for up to three months by ACT clients.

ACTION: The board will receive a copy of the Fidelity Report from Dan Wendt.

- **Complaints**

- The board requested an update of the follow-up actions regarding consumer complaints for direct services. Carole stated that time was spent with consumers who had concerns about their services, and all West Valley issues have been addressed.

ACTION: The board will receive an update from Carole Matyas regarding Complaint Follow-up actions.

Informational Updates from the Board

Andrew Mabane provided an update to the board in several areas

- **Licensure**

- The UPC received their OBHL License to conduct court ordered evaluations. This will allow the UPC to treat patients longer and stabilize and prevent admissions to MIHS. This is a huge advance for Magellan and the system. The board applauded the efforts and results.

- **AHCCCS**

- Magellan has been working with AHCCCS to break down the informational wall between psychiatric medicine and primary care. Providers have not able to see other diagnoses or medications, creating many complications. The agreement reached with AHCCCS is to allow an integrated view of an individual's diagnoses and medications from both sides, that will be viewed through a secured web portal for AHCCCS and/or RBHA Providers. The board applauded Magellan on their success and noted that resolving this issue should be seen as a major accomplishment in improved care for recipients because the sharing of this information has been attempted before but with limited success.

- **Collaborating**

- Magellan is collaborating with the Veterans Administration (VA) and the Police Department. There have been a few meetings thus far to discuss coordination of care for returning veterans. 70% are being treated through the RBHA instead of the VA.

- **Bubble Packs**

- An internal committee has been looking at the issues concerning dispensing medications through bubble packs and has come to the conclusion that this is not the safest way to dispense medications and that there needs to be medication oversight for better quality. Magellan has decided to pull back on bubble packs and will write out more scripts to ensure oversight and better quality for individuals.

OLD BUSINESS

Introduction of Child and Youth Services Chief

Chris Carson introduced Magellan's new Child and Youth Services Chief, Shawn Thiele.

- Shawn Thiele provided an overview regarding her background and plans for the Children's Department to the board.
 - Shawn's background includes experience in the Children's System of Care nationally, including WRAP Around services. She worked in Michigan and California and participated with Child Welfare of America and the National WRAP Around Initiative. She also worked from a community and residential site with a full range of zero to young adult age groups.
 - Vision Statement: To oversee and insure a partnership with the service delivery continuum according to Arizona's 12 Principles and the Child and Family Team practice model.
 - There will be "principle objectives" to help the Magellan's Children's Team focus strongly on the 12 Principles and to strengthen Child and Family Team Practice. The Children's department will also work closely with Dr. Lois McLean regarding: Residential Treatment Facilities and Out of Home Care to ensure that these entities are not placements for children to be raised, but as interventions more accurately matched to the needs of each child. The department will also work on reestablishing services for children in the context of their home and community and on rebuilding relations between Magellan and Stakeholders, Provider Networks, Family Members and Recipients of Care.
 - The department will designate a person who will focus on Special Populations to better track services.
 - The board received a Children's Department Plan document to read and a request by Magellan for input.

Recoupment Update

- The board discussed their concerns regarding the equitable distribution of funding reductions.
 - The board stated that there needed to be a process communicated for everyone to understand that needed to be followed.
 - The board received a recommended 5-point Recoupment Process document. If approved, Magellan will distribute the Process to the providers with a monthly summary of current encounter production.
 - The board read the document and discussed concerns regarding the wording along with concerns of the frequency at which this assessment occurs. There was discussion of monthly recoupment or yearly recoupment. The board brought up issues not yet considered, such as, where would the recouped money go and could it be put into those services needing funds.
 - The board suggested that the phrase: "recoupment should not happen any more frequently than quarterly," be added to the document. The board stated that they supported this language and that it should be added as a "point 6" to the Recoupment Process document. The board explained that by amending the document to include "not more than quarterly" they were emphasizing that the frequency of recoupment should remain flexible.
 - The board stated that the minutes should reflect that the Board's intent when adding language to the document is to protect and not surprise providers and also to mutually benefit all parties.
 - The minutes should reflect that the intent of the board is that providers have some protection and shall not be surprised by recoupment.
 - The board moved that the document's intent should include: 1. Flexibility and 2. That providers should not be surprised.
 - The board voted unanimously; the Aye's had it.

MYLIFE (Magellan Youth Leadership) Presentation

- The board received a presentation.
 - Key points of the presentation: Magellan started Youth Leadership on March 27, 2008 with collaboration from providers, community and family members who all saw the need for the youth to develop leadership opportunities and positive support.
 - The first major event was My Fest that was held in June 2008. Youth were active in all levels of producing the event. Outcomes data was provided to the board, 1,200 youth and families participated along with 58 exhibitors, diversified entertainment, and activities. 110 surveys were completed with an average of 82% or higher for questions with responses of 4 = agree or 5 = strongly agree.

- The Magellan Youth Leadership will be attending the Variation of Families Conference in Atlanta, GA. and volunteering time to the community. They are also working on a MYLIFE website and planning the next My Fest scheduled for spring 2009.

NEW BUSINESS

Presentations Resiliency and Recovery Discussion

- The board decided to table this agenda item for the next board development session.

PROPOSED NEW BUSINESS

None

PUBLIC COMMENT

- Giovanni Raginos – RSS at STAR Central gave an update to the board concerning her previous issue stated at the 06-25-08 board meeting. Giovanni stated that things are really starting to fall in place for her. She also stated that she would like to receive her services from an ACT Teams considering that she more than meets the general criteria. She also stressed concerns regarding communication barriers for her medications.
- Sandi Fitzpatrick, STAR - Sandy gave the board an overview of her personal and professional history and stated her concerns that the mentally ill are still engrossed in a civil-rights movement. She also stated that when speaking to the board, she is speaking for herself. Sandi made known her concerns for the development of the board.
- Sue Davis – Vice President, emerita, NAMI - Family Member Representative for the board shared a complement from the Phoenix Fire Department Volunteers that Magellan does a “wonderful job responding to crises.”
- Lynette Tolliver, Governance Board Administrator - reminded the board and public that the Governance Board meetings have been moved to monthly as outlined in the Charter and the web site will be updated within 7 days with the revised calendar. Lynette stated the next meeting is scheduled for August 20, 2008 at the same time and location and asked everyone to pass the word on to others.

NEXT MEETING

The board will meet on the following dates: **Wednesday, August 20, 2008 for Board Meeting.** All Board Meetings will take place at Magellan Health Services, 4129 East Van Buren Street, Ste 150, Phoenix AZ, 85008 – Cottonwood Conference Room from 10 am – 12 pm. Locations for the Development Sessions will be communicated to Board members directly.

Meeting adjourned at 12:00 pm.