

# GREATER COLUMBIA BEHAVIORAL HEALTH, LLC. BH-ASO

## Quality Management Utilization – Meeting Minutes

MONDAY, OCTOBER 21, 2024 – 11:00 A.M.

GCBH OFFICE, 101 N. EDISON -- KENNEWICK, WASHINGTON -- CHAIRMAN: SINDI SAUNDERS

ATTENDANCE VIA ZOOM: CINDY ADAMS; CODY NESBITT; FAWN WAGNER; GORDON CABLE; KRIS BROWN; MEREDITH PIEHOWSKI; SINDI SAUNDERS; ZACH RODDY

#	Item/Folder	TYPE	Description	Discussion Leader
1.	Call to Order		Sindi called the meeting to order at 11:02am	Sindi Saunders
2.	Introductions		All members of the GCBH, LLC ASO QMOC agree to maintain the privacy and confidentiality of behavioral health care information and to protect the privacy of patients and patient's families. You also agree to maintain confidentiality around Quality of Care related issues. You shall not discuss, disclose, share, and/or release this information in any form. You may only view or use provided information as required for you to perform your duties as a QMOC member. You may not view or use QMOC information for any other purposes. Additionally, any electronic data that contains patients' protected health information (PHI) or Quality of Care issues, including information provided for review are confidential. Your attendance in this meeting indicates you understand these confidentiality responsibilities with regard to serving on the GCBH LLC ASO QMOC and will comply with this confidentiality policy; which will be reflected in the minutes.	
3.	Agenda Changes		None	Sindi Saunders
4.	Review of Minutes	<b>ACTION</b>	Approved September 16, 2024 QMOC minutes as presented	Sindi Saunders
5.	Regional Peer Support Program		Cindy discussed: <ul style="list-style-type: none"> <li>• Working on modules for peer support; good information.</li> <li>• Lived experience meeting out of funding; some people will be volunteering to keep the meetings going, but it may be on a quarterly schedule instead of monthly.</li> <li>• Cindy is on the peer support advisory group; meets tomorrow.</li> </ul>	Cindy Adams
6.	All Crisis Reports		Cody discussed: <ul style="list-style-type: none"> <li>• Crisis reports; meeting all matrix's, no concerns</li> <li>• Have 988 data</li> </ul>	Cody Nesbitt
7.	Care Coordination		Sindi discussed: <ul style="list-style-type: none"> <li>• Recruiting for new medical director; looking to team up with North Sound ASO.</li> <li>• Looking at coordinating with North Sound ASO for new data system.</li> <li>• Legislative individuals in Walla Walla County have reached out to HCA regarding Barriers/Gaps in Latino population in Crisis Services.</li> <li>• Continuing to provide care coordination and discharge planning support with ESH, MCOs, and HCA for discharges from ESH back into the GCBH region. Attended collaborative weekly ESH Discharge Planning Meetings, ESH Forensic Unit Monthly Discharge Meetings, and HCA Monthly Hospital Liaisons Meetings.</li> <li>• As part of the DRW Settlement, the state is launching an electronic Transition and Discharge Planning System (TDPS) and it will go live</li> </ul>	Sindi Saunders Sarah Gillard

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			November 4th. This should further improve care coordination and discharge planning for individuals at the state hospitals. Initially, only state workers and designated ASO/MCO liaisons will have direct access to the system, but the system will be able to send updates to the entire treatment team, including agency based liaisons and peer bridgers.	
8.	<b>Authorization and Notification Time Frames</b>		Kris discussed: <ul style="list-style-type: none"> <li>Reviewed authorization timelines documentation for September 2024. All authorizations completed within required timelines.</li> </ul>	Kris Brown
9.	<b>Long Term Bed Diversion</b>		Kris discussed: <ul style="list-style-type: none"> <li>Continuing to send in weekly Long Term Bed Diversion Reports to HCA for individuals that are on a 90 Day commitment and eligible to be transferred to either ESH or a community long term bed. UW has Long Term Beds now and we have had our first individual transfer there.</li> </ul>	Kris Brown
10.	<b>Single Bed Certs/ No Bed Reports</b>		Kris discussed: <ul style="list-style-type: none"> <li>No single bed certifications were authorized in September 2024.</li> <li>Six No Bed Reports were received from HCA for September 2024 and they from Yakima (3) Kittitas (2) and Walla Walla (1) Counties. We followed up on each with crisis providers, and dispositions were provided to HCA. Medical concerns impeded placement for 5 reports and one was due to transportation barriers. No other issues were identified. The six No Bed Reports for September covered four individuals.</li> </ul>	Kris Brown
11.	<b>SABG Review</b>		In Sarah's absence, Kris discussed: <ul style="list-style-type: none"> <li>We authorized Residential SUD Services for two individuals this month utilizing SABG funding and we have funding for one more individual this month if someone meets criteria as well as Trueblood funding.</li> </ul>	Sarah Gillard
12.	<b>Customer Service Line</b>		Fawn discussed: August: 4 calls <ul style="list-style-type: none"> <li>3 informational, one requesting appointments, referred to insurance; one asking for medical records; one asked about him receiving a bill from the medical hospital when he got detained.</li> <li>One call stating he wasn't doing well and needed to talk to someone; referred and transferred him to Crisis Line</li> </ul> September: 1 call <ul style="list-style-type: none"> <li>Request for service; referred to insurance</li> <li>All calls answered within 30 seconds</li> </ul>	Fawn Wagner
13.	<b>Compliance Issues</b>		Sindi discussed: <ul style="list-style-type: none"> <li>No Compliance Issues reported</li> </ul>	Sindi Saunders
14.	<b>Critical Incidents</b>		Sindi discussed: <ul style="list-style-type: none"> <li>No Critical Incidents reported</li> </ul>	Sindi Saunders

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15.	DCR Monitoring		Sindi discussed: <ul style="list-style-type: none"> <li>No concerns with DCR monitoring</li> <li>Sindi designated new DCR for Asotin County last week.</li> </ul>	Sindi Saunders
16.	CLIP		Meredith discussed: <ul style="list-style-type: none"> <li>20 referrals so far in 2024</li> <li>2 ITA CLIP referrals</li> <li>CLIP-it meetings started back up; trying to make the process smoother for admissions, the meetings during the youth's stay and for discharging. May be bringing the MCO's back into the CLIP-it meetings.</li> </ul>	Meredith Piehowski
17.	FYSVRT		Zach discussed: <ul style="list-style-type: none"> <li>Walla Walla community resource event on Friday</li> <li>Been making connections in the community</li> <li>Regional FYSVRT Coordinator meeting on Wednesday</li> <li>Hoping to get the Tri-lead meetings up and running again.</li> <li>Next Regional meeting November 7<sup>th</sup> ; SARC to present</li> </ul>	Zachary Roddy / Roberta Ellis
18.	SUD Navigator Update		No report in Cameron's absence	Cameron Fordmeir
19.	CBRA		Gordon discussed: <ul style="list-style-type: none"> <li>Busy in all counties; Columbia and Garfield have spots; all other counties are at or near capacity</li> <li>Annual monitoring starting this week; PRC and QBH on Wednesday and Thursday. Comprehensive Yakima and Walla Walla locations as well as DHS in November</li> </ul>	Gordon Cable
21.	YARP		Gordon discussed: <ul style="list-style-type: none"> <li>Busy; Over 70 referrals since March 2024; 11 referrals just in October</li> <li>Event participation</li> <li>Launch in Yakima County in January 2025</li> </ul>	Gordon Cable
22.	Comments/Issues		Sindi discussed: <ul style="list-style-type: none"> <li>Meredith put together information and handouts that were shared with a parent who was doing a suicide prevention class training for youth. This was very appreciated.</li> <li>Salomon starting in 2 weeks; Sindi will be taking him to the providers and working on the regional Crisis protocols with each of the Crisis providers.</li> <li>Lourdes and Comprehensive – Working with Comprehensives Crisis team on figuring out a protocol that can be written out for the DCR's in Benton and Franklin Counties to prioritize Lourdes In-patient for all individuals who need hospitalization. Looking to prioritize Benton and Franklin county residents to stay at Lourdes if available and appropriate.</li> <li>Team Monitoring documents for corrective actions are due Thursday; Sindi will be submitting that to the state.</li> <li>Regional Crisis Line audit today with the MCO's.</li> </ul>	Sindi Saunders

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23.	Other			Sindi Saunders
24.	Adjournment		Meeting adjourned at 11:28am	Sindi Saunders