

Consumer & Family Advisory Committee Meeting Minutes

March 20, 2018

Piedmont Community Office Conference Center at 4855 Milestone Ave, Kannapolis, NC 28081

Committee Members	Voting Member Present = P Absent = A
Beverly M. Morrow, Chair	p
Jean Andersen	P
Dora Hufton	P
John Hufton	P
Jeff Euto	P
John Hufton	P
Brad Donahue	A
Michelle Joshua	P
Amber Grumbles	P
LME/MCO and State Staff	Non-Voting
Agency: Cardinal Innovations Healthcare Title: CFAC Board Liaison Name: Yalanda Williams	Present
Agency: Cardinal Innovations Healthcare Title: CFAC Board Clerk Name: Kilsy Silva-Disla	Present
Agency: Division of Mental Health, Developmental Disabilities and Substance Abuse Services NC Department of Health and Human Services, Community Engagement & Empowerment Team Title: Mental Health Program Coordinator Name: Stacey Harward	Absent
Guests	Non-Voting
Anna Yon	P
Mary Sechler	P
Terri Clark	P
D.P. Euto	P



- I. Call to Order/Introduction** **Beverley M. Morrow**
- Beverly M. Morrow called the meeting to order at 6:00 p.m.
 - Introduced guests and their interests in our CFAC committee
- II. Agenda and Minutes Approval** **Beverley M. Morrow**
- Minutes were approved by the committee
- III. Old Business** **Beverley M. Morrow**
- Beverly M. Morrow addressed how members were to review and make comments on Cardinal Local Business plan, Quality Improvement Measures, Identify service gaps, and Cardinal Innovations program budget. She also addressed about the Bonnie Shell Scholarship and how it works.
 - Ana Yon reviewed the 6 statutory requirements and explained to the members how they can accomplish those. She also went over Cardinal Innovations Healthcare Local Business Plan.
- IV. Cardinal Innovations Health Updates** **Yalanda Williams**
- Yalanda reviewed the CFAC Folder contents.
- V. State CFAC, Community Board, and/ or Corporate CFAC Updates** **Jean Andersen**
- Jean Andersen gave an update about the Community Board meeting that she attended and also Cardinal's Executive Board as she is a member representing I/DD.
- VI. New Business** **Beverley M. Morrow**
- Beverly discussed with members the assignment she gave them to review Quality Measures Dash Board and the Cardinal Innovations Healthcare Annual Quality Strategy & Performance Improvement Plan. Members who completed the assignment asked specific questions in regards to the reports and questions they wanted answered by Jill Queen.
 - Members were also assigned to come to the meeting to discuss how they would communicate within their communities in the five county areas to know about CFAC and Cardinal Innovations. Members discussed how they would accomplish the aforementioned.
 - Comment forms were addressed. Electronic copy will be emailed to members.
 - Jean Andersen's first term was up in January 2018. Dora made the motion to vote Jean Andersen in for a 2nd term and John second that motion. All in favor, motion carried.
 - Jean Andersen also consented to represent Piedmont CFAC at the Community Board meetings.
 - Amber Grumbles was officially voted in as a new member of the CFAC committee. Motion was made by Jean and second by John. All in favor, motion carried.
 - Members were invited to participate in Advocacy Day on May 22nd in Raleigh.
 - Members shared some of the questions they had on the Annual Quality Strategy & Performance Improvement plan as well as the QM Quarterly Community Office Dashboard for Jill Queen to come and respond to them at the next meeting.
 - The following are some of the questions addressed by the members:
Michelle's Questions- Cardinal Innovations Healthcare Annual Quality Strategy & Performance Improvement Plan – CFAC Members Review
 - Pg.6 Member Safety - Bullet #4 – Providing Grand Rounds with CEU's for Cardinal licensed staff to improve application of best practice standards when activities for members.
Question: Is this a typo, but I am wondering what does this mean? Can someone expound on that point?
 - Pg.13, Appendix A- Where does the CFAC fit into this reporting structure? Beverly responded to that question and answered that CFAC fits under the GCQI Committee.

- Pg.14- On the measures where the bench marks were not met which were retired, were there any plans on revisiting the improvement measures which were not met instead of leaving them retired?
- Pg.16- There are two or three quality improvement measures which were not clear to me. How do we know we are meeting those measure? What was the increase/decrease? By what increments are we increasing or decreasing that measure?

Beverly's Questions- QM Quarterly Community Office Dashboard report

- Out of the providers that were reviewed none scored 100% on the NC Monitoring review system. Providers that didn't meet the 100% were required fill out a POC (Plan of Care). Are we following up on that and how are we monitoring these providers to ensure they meet the requirements. Beverly stated that she was really concerned with this and would like more clarity on the matter.
- Beverly was also concerned about the incidents trend and how it was greater in Piedmont.

VII. Recommendations to the Committee

Beverly M. Morrow

- Beverly reminded the committee members their obligation to spend a minimum of 3 to 4 hours outside of the CFAC meetings and to be involved and engaged in all meeting discussions.

VIII. Next Steps

Beverly M. Morrow

- Members had many questions for Jill Queen about the Quality Measures dashboard report and the Cardinal Innovations Healthcare Annual Quality Strategy & Performance Improvement Plan 2017-2018. These questions will be written out and sent to Jill so that she can come back to the next CFAC meeting to answer them.
- CFAC members will review Cardinal Innovations Business Plan and address any questions or concerns.
- Beverly wants members to review the statutory requirements and she will assign some tasks which would help them complete some of those requirements.
- Members will come back and talk about their progress on sharing about CFAC as well as Cardinal Innovations with their community.

IX. Public Comment

Beverly M. Morrow

- Terri Clark attended her 1st meeting to become a CFAC member

X. Adjourn

Beverly M. Morrow

Beverly M. Morrow called the meeting to adjourn at 8:10p.m.

Next Meeting- May 22, 2018

Location: 4855 Milestone Ave. Kannapolis, NC 28081

Submitted by: Kilsy Silva-Disla

Kilsy Silva-Disla/PSP Board Clerk

Name/Title

May 15, 2018

Date