

Cardinal Innovations Provider Council
Meeting Minutes
Sept 1 2016

Attendance: (P=Present; A=Absent; C=Called In)

P	James Harner	Insight	P	Lynn Widener	CI
P	Andy Hines	Hines and Sons	P	Jill Queen	CI
P	Thom Elmore	ARCA	A	Karen Dingwall	CI
P	Michelle Ivey	Daymark	P	Ronda Outlaw	CI
A	Cindy Myers	RHA			
C	Khalil Nassar	PQA			
P	Dawn Johnson	Youth Haven			
P	Marianne Nadeau	Autism Society			
P	Nancy Brandon	Novant			
P	Ashley Conrad	Alexander Youth			

Topic: Welcome and introductions

Jim welcomed newcomers and confirmed the new time and day for the meeting (1st Thursday)
Nancy Brandon, Ashley Conrad and Marianne Nadeau were introduced.
Minutes were reviewed- no concerns were noted.

Topic: Election

New members. Need to look at rotating off the council given that many were carried over from CPHS. Elections are based on calendar year.

Need to look at rotating off prior to 3 year roll off.

Officers are elected annually and are allowed to serve up to 3 consecutive terms. (calendar year)

Jim will step down as President effective 12/13/17 and will need to stay on the council until there is a new past president.

Rotate off 12/31/17- Jim, Andy, Khalil, 12/31/18- Thom, Dawn, Cindy- (can be re-elected to a second term)

Nancy, Marianne, Ashley and John are up for re-election 12/31/19

Bylaws state that only 2 consecutive terms are allowed. (3 year terms with calendar year)

John Thacker (DSS) has agreed to be on the provider council- He will take the slot for 1 LIP agency.

Topic- IT issues- small issues are identified and being addressed.

Topic Cultural competency Khalil will follow up with those who are interested. (ongoing)

Topic- Training for provider meetings- continuing to look at options for training. (ongoing)

Topic GCQI- Global Quality Improvement – Update from Jill

Have merged committee in other areas. Does there need to be an overlap of the North and the Piedmont area. Jill needs to have discussion with Meck, Southern region since there is overlap of large providers and how to roll that out going forward. Desire is not to create more committees.

Request to look at who was on CPHS QI committee and who is not involved in the northern area. (Andy to provide information on who was involved) Can look at moving to 1 committee that can be done by remote location.

If you participate in the committee, the agency agrees to go by what is discussed in the meeting. Jill will follow up next meeting and provide more information. Invitation to call into the next meeting so there is an understanding of how the process works. Jill will send information to Jim.

Topic- Cardinal Update- 24/7 urgent care with observation beds and FBC. Ongoing meetings and stakeholder involvement. Contract issues have been identified and are being resolved. (typically to specific programs) Looking to continue community input on the FBC. Wanting to establish a crisis services continuum meeting (Crisis Continuum Roundtable) for the area. Planning meeting will occur next week. Dr. Hall is chief medical office covering this area. There will be a regional medical director hired.

Topic- Work Plan

Format for the provider meeting. Training

Provider meeting will be q 2 months. Need to look at November. Do we move or not have the meeting- discussion. Is it needed other than for the nomination process. Meeting will be held November 30th.

Work plan –each year looking at nomination process and conflicts with holiday.

What does MCO need from Provider Council- what projects do we need to focus on.

Needs assessment survey possibly in October- unsure of role and needs from Council.

Gaps and Needs- need to address in council.

Review of final documents from surveys. (example- provider satisfaction survey) Workgroups address rates. Need to look at block grant audit trends?

Looking at roll out of new services. Services that Cardinal has, but has not existed in this area prior. (example, Family centered tx, in-home therapy, supported living service)

Provider meeting- agenda

Training topics- Jim to follow up with Revella. Need to look at what is prepared and ready to go.

Will have to sign up through brown paper ticket if there are CEU's.

Work plan- establish the training calendar.

How do we increase the attendance at the provider meeting. Grouping the topics and possibly having break out times for specific services. Challenges discussed. How do we get information out on what services are available.

Discussion – need to have a highlight/focus on different disability groups each meeting and what services are available. Educate the network on using the services of the other providers.

Provider spotlight- who does what- need to have a calendar and rotate through services and groups. For Sept meeting- **IDD services for those without a slot for services (CI to do overview and possibly who does the services).**

From CI- budget information for I/DD providers

Educate on Provider Café – all day training series. **Budget for IDD services**

Possible training from Revella

Needs assessment and roll out of new services.

**Next month- agenda items- GCQI discussion.
Provider Café is on Oct 6th- need to move next provider council.
October 13th at 9am due to Provider Café**

Motion made- ---Jim- adjourned.

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**Next Meeting:
Provider Meeting Sept 28th 9am
Provider Council- Oct 13th 9am**

Minutes submitted by: Michelle Ivey, MSW, LCSW (Secretary)

Date Approved: 10-13-16

Signature of the President: James Harner