



Alamance Caswell Provider Network Council Meeting

July 17, 2014 from 10:30am - 12:30pm

AC COC • Burlington • NC 27215

Attendees:

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| <input checked="" type="checkbox"/> Tom Lesniak- RHA | <input checked="" type="checkbox"/> Garry Wiley – Universal MH,DD,SAS |
| <input checked="" type="checkbox"/> Joanna Finer – NC Mentor /IFCS | <input checked="" type="checkbox"/> Ron Osborne - RTSA |
| <input checked="" type="checkbox"/> Ron Rau – Alcohol & Drug Services | <input checked="" type="checkbox"/> Lynne Hamlet – Cardinal Innovations |
| <input checked="" type="checkbox"/> Charles Quint - Cardinal Innovations | <input checked="" type="checkbox"/> Elliot Clark – Cardinal Innovations |
| <input checked="" type="checkbox"/> Debra Welch – Cardinal Innovations | <input checked="" type="checkbox"/> Tim Simmons – Cardinal Innovations |
| <input checked="" type="checkbox"/> John Teer – Cardinal Innovations | <input checked="" type="checkbox"/> Toni Bartlett - ARMC |
| <input checked="" type="checkbox"/> Joy Foster – Cardinal Innovations | <input checked="" type="checkbox"/> John Francisco – Nursing Student/ARMC |
| <input checked="" type="checkbox"/> Lynn Inman – Cardinal Innovations | <input checked="" type="checkbox"/> Jean Richardson – Cardinal Innovations (scribe) |

Minutes:

AGENDA ITEM	DISCUSSION	ACTION, DECISION, OR OUTCOME	RESPONSIBLE	TARGET DATE
1) Welcome / Introductions Welcome new members	<p>Mr. Tom Lesniak welcomed everyone to the meeting. Introductions were made by all meeting participants.</p> <p>Welcomed new member Ms. Toni Bartlett, Director, Behavioral Medicine, Alamance Regional Medical Center/Cone Health. Ms. Bartlett noted she has been with Cone Health for 22 years and with ARMC since December with the merger with Cone Health. She stated all her experience has been in psychiatry which she has a strong passion for and she is excited to be here. Also, John Francisco, NCAT Nursing Student, was in attendance with Ms. Bartlett.</p> <p>New Member, Dr. Shamsher Ahluwalia, CEO of Simrun Health Services, was unable to attend.</p> <p>Joanna Finer, LCSW, Program Director at IFCS and NC Mentor, will be replacing member Melanie Coble on the council. She introduced herself and was welcomed to the group.</p> <p>Lynne Hamlet, Cardinal Innovations Northern Regional QM Manager, was accompanied to the meeting by Joy Foster who is a QM Clinician with the Alamance-Caswell COC. Ms. Hamlett announced that Ms. Foster will attend meetings when she is unable to do so.</p>			
2) Review/Approval Previous Minutes	<p>Mr. Lesniak asked council members to review the previous minutes of May 1, 2014.</p> <p>Ron Rau noted that Dave Richard, the former Director of the Division of Mental Health/Developmental Disabilities and Substance Abuse</p>	<p>The minutes were reviewed by the committee members. Ron Rau made a motion to accept minutes. Debra</p>		

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	<p>Services has received a promotion. His new title is Deputy Secretary of Behavioral Health and Developmental Disabilities Services. Also, Ron stated he has been appointed to serve on the State Consumer and Family Advisory Committee (SCFAC). He attended his first meeting in Raleigh last week. He noted that he takes seriously the State Statutes and the duties of SCFAC and offered his assistance to the group.</p>	<p>Welch seconded the motion. The motion carried.</p>		
<p>3) Provider Retreat Review</p>	<p>Tom Lesniak distributed a hand-out including notes and minutes compiled by Tom Wilson from the recent Provider Retreat. Mr. Lesniak reported that the Retreat was well attended and that the various goals proposed for the Retreat were met.</p> <p>Garry Wiley who represents the IDD provider contingent, reported that the IDD group has had two meetings since the retreat and has decided to meet regularly on a once a month basis.</p> <p>Ron Osborne and Ron Rau reported that providers attending the meeting seemed to value the opportunity to be together and meet/talk with the other providers. One common concern was about recent rate decreases which were carried out without soliciting input from the providers.</p> <p>Elliot Clark asked if there was a need for any specific follow up from the Network Department in the Alamance-Caswell COC. Mr. Wiley noted that providers suggested they were sometimes given different answers to the same question by different Cardinal Innovations departments and that it seems as if Cardinal Innovations operated as if in silos.</p> <p>Charles Quint stated that it would be good to have specifics about what issues, departments, staff people etc. that result in the impression that Cardinal Innovations works in silos.</p> <p>Mr. Quint also spoke about the need for systematic follow-up related to issues that come up at Provider Retreats and Network Council meetings. He suggested that a subcommittee be formed to develop a plan for doing so. Mr. Lesniak was tasked with developing a plan for doing so. Mr. Lesniak was tasked with developing the committee and getting a meeting scheduled.</p> <p>Tom Lesniak and Debbie DuRoss reported for the MH/SA providers. They stated that they received concerns about the need for transparency, uniform entrance criteria across regions, and small providers being expected to meet the same expectations as large corporate providers. There was also the need to know which providers were contracted with other MCO's. Mr. Lesniak asked council members if they wanted a subcommittee to address the concerns. The answer was yes and Joanna Finer and Tom Lesniak volunteered to be on the subcommittee.</p>	<p>Garry Wiley noted their next meeting is scheduled for August 23 at Ralph Scott Life Services. The subgroup will focus on bringing specific examples of issues back to this committee. Also, the group has invited a member from the Network Council from CenterPoint LME-MCO.</p> <p>Committee members are to email Tom Lesniak or Jean Richardson, within the next week, if they want to be a part of this subcommittee. Charles Quint will follow up with Tom on who the representative will be from Cardinal Innovations.</p>		
<p>4) Presentation on Community</p>	<p>Lynn Inman, Manager of Community Partners-Northern Region, shared several topics/issues going on with a combination of</p>			

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Partners	<p>Community Relations staff and Consumer Affairs staff.</p> <ul style="list-style-type: none"> ▪ The communication department is in the process of developing CCC promotional materials. Hopefully, will have one package that will cover all the CCCs in the Northern Region. These brochures will have a description of what CCCs are, where they are, what they do and how to access them. There will also be information related to Mobile Crisis Management. ▪ They are pushing to implement a standardized screening tool (PHQ-9 and AUDIT) to be used during the intake process at community agencies. Approximately eight to ten agencies in Alamance or Caswell counties are using this tool to identify issues and then refer to the appropriate place. Also, the CCCs have been built the tools into their referral/intake process. The Caswell Family Medical Center now has two mental health providers (RHA & Simrun) that operate out of the medical center building. The practice is using the PHQ-9 and AUDIT to screen every patient yearly, or as needed and then offer them their choice of mental health providers including those working in the clinic building. ▪ They are doing training with the agencies that are using those screening tools. Primarily in the areas of Mental Health First Aid and QPR (Question, Persuade and Refer), a curriculum which is a suicide recognition and prevention program. Also, doing training across the Northern Region involving a variety of topics. Some of the trainings were attended by DHHS Secretary Dr. Aldona Wos and Deputy Secretary Dave Richard. Also, doing some veterans training in the Halifax area, Goldsboro, & Camp Lejeune areas. Also, doing some test piloting on trauma training around children in foster care in another region. ▪ They also reported on a project with ARMC's ED and local law enforcement concerning the use/misuse of the 911 system by residential care providers. 			
5) Title 6: Discussion on how to manage cost of interpretive services.	The 2013 Network Capacity Study done by Cardinal Innovations shows that Chatham County has the greatest proportion of the Hispanic population among the counties in Cardinal Innovations Northern Region. The Alamance-Caswell service area also has a significant number of Spanish speakers. Tom Lesniak noted that often the cost of interpretive services are very expensive and can be much more than the reimbursement rate.	Elliot Clark will do some research and try to compile a list of AC providers that serve non-speaking English consumers and have bi-lingual staff.		
6) Provider Updates	None reported			
7) Other	None reported			
Next Meeting	Next meeting scheduled for Thursday, September 18, 2014 from 10:30 to 12:30 at the AC COC.	Meeting Adjourned.		