

FIVE COUNTY PROVIDER COUNCIL AGENDA AND MINUTES

DATE: 5/15/2015 **TIME:** 9:30 – 11:00 **LOCATION:** Upstairs Conference Room **MATERIAL NEEDED:**

| PROVIDER REPRESENTATIVE | PRESENT | FIVE CO. COC REPRESENTATIVE | PRESENT | GUESTS | PRESENT |
|---|---------|---|---------|--------|---------|
| Jerry Earnhardt, President Daymark | Yes | Voting FC Staff: | | | |
| Jeanne Harrison – Vice-President Alliance Rehab. Care, Inc. | Yes | Valerie Hennike, Director | No | | |
| Sharon Garrett, Secretary Vision Behavioral Health Services | Yes | Charles Quint, Regional Network Relations Manager | Yes | | |
| Gladys Washington DD Residential Services | No | Lynne Hamlet, QM Manager | No | | |
| Joy Brunson-Nsubuga, Recovery Innovations of NC | Yes | Non-Voting FC Staff: | | | |
| Evelyn Dawson BriteSmilz Family & Community | No | Gina Dement, Community Relations Specialist | No | | |
| Cheri Howell Community Workforce Sol. | Yes | Cynthia Fenner, Community Relations Specialist | Yes | | |
| Rasheede Hicks, LPC Rasheede Hicks, LIP | Yes | Marni Cahill, MH/SA Care Coordination Regional Manager | No | | |
| Angela Phan, LPA Therapeutic Resource Associates, PA | Yes | | | | |
| Lori Zeh, RHA Health Services | Yes | Stephanie Callahan, Network Specialist | Yes | | |
| Rosemary Lewis, CFAC REPRESENTATIVE | Yes | Barbara Epanchin, Network Specialist | Yes | | |
| | | Virginia Hughes, QM Specialist | No | | |
| | | Lynn Veldkamp, Network Support | No | | |
| | | Jeanne Variano, QM Support | Yes | | |

| <u>Items for Discussion</u> | <u>Responsible Party</u> | <u>Action</u> |
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| 1) Welcome | Jerry Earnhardt | Jerry called the meeting to order and noted that a quorum was present. Jerry introduced Rosemary Lewis, CFAC Representative. She was unanimously voted in as a Provider Council member. Introductions of other council attendees were made as well. |
| 2) Review and Approval of Minutes from 1/9/2015 Meeting | All | Minutes from the 1/9/2015 meeting were reviewed. Action: Charles Quint made the motion to accept as written, Jeanne Harrison seconded. Motion carried. |
| 3) Report on Cultural Competency Subcommittee and Focus Group | Sharon Garrett | Sharon spoke about the Cultural Competency Committee meeting which took place on May 13, 2015 at the Warrenton Library. The Five County Cultural Competency sub-committee is reviewing information from a provider survey conducted by UNC in Halifax, Franklin, Vance and Granville Counties. The information will assist in creating a cultural competency audit tool, and determine what needs to be in place to prepare providers for its use. The tool is not expected to be implemented until FY1617 or later. Revella Nesbitt will attend the next Provider Council meeting to discuss an update of Cardinal's process in enhancing cultural competence within the organization. |
| 4) Review of Council Membership Needs | Jerry Earnhardt | Jerry informed council members' of 2 vacancies in the outpatient category of provider representatives. It was agreed to have active council members fill those vacancies which would be consistent with the provider council by-laws. Action: Sharon Garret (Vision Behavioral Health Services) and Jerry Earnhardt (Daymark) were selected to fill the out-patient provider representative vacancies. |
| 5) Discussion of Clinical Guidelines for SA Services effective 2/6/2015 | Jeanne Harrison | Jeanne began a discussion regarding new drug testing criteria outlined in the Cardinal Innovation Communication Bulletin dated February 6, 2015. The new requirements for all individuals receiving SA treatment include weekly testing for the first 30 days of treatment, then monthly testing thereafter. Both Jeanne and Sharon agreed the high level of frequency was disruptive to staff and members, costly to the agency and challenging to track. Jerry stated that Daymark members have to pay \$10.00 to have the test done. Charles suggested council members have a dialogue via conference call, with Christine Beck (Vice President of Clinical Operations) and Tema Smith (MH/SA Care Management Manger) followed up with an e-mail to express concerns and ask questions. Action: Charles will find date options for the conference call and contact Jeanne, Lori and Sharon to select a date that will work for everyone. |

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| 6) Provider Feedback on Service Gaps/ Needs in the Five County Area | Charles Quint | Charles spoke about the pilot group led by Valerie Hennike (Five County Director) and Yvonne Copeland (Vice President Community Operations-North) to help identify service gaps and needs in the Five County catchment area. Various departments have contributed information which will be considered. Charles asked council members what services were needed in the Five County area. Case Management and Youth Services (other than IDD and MH) were mentioned. Charles asked other suggestions be e-mailed to him or Jerry. |
| 7) Discussion of Next Provider Forum | Jeanne Harrison | The March 13, 2015 Provider Forum evaluation results were reviewed. Over all the outcomes reflected a very favorable response to the last meeting. It was decided the next meetings would be held on June 12 th , 2015, September 18 th , 2015 and December 11 th , 2015. Suggested speakers for the upcoming meeting include Joel Rice, Housing Specialists for Cardinal Innovations and Revella Nesbitt, Director of Executive Affairs and Cultural Competence. A sign-up sheet for assistance in setting up and breaking down and food for the meeting will be sent out to potential attendees. Joy Brunson-Nsubuga, RINC, will do the Provider Spotlight at the June 12 th Form, and either Valerie or Charles will report current Cardinal information. Action: Jeanne will contact the Presbyterian Church to secure the date for the forum. Jerry will send out the e-mail requests for assistance. |
| 8) Provider Updates | Jerry Earnhardt | Jerry stated the Daymark Mobile Medication Program is up and running as of April 2015. The program is grant funded and covers 4 counties; Franklin, Granville, Vance and Warren. The mobile unit takes medication directly to individual's homes; no one is excluded from the service and there is no cost to the recipient. It is good for individuals who tend to be non-compliant with medication therapy as the unit staff will watch the individual take the medications prescribed. Referrals can be made by contacting the nurse manager at Daymark in Henderson. Sharon informed attendees that Vision Behavioral Health Services has formed an alliance with the Franklin County Department of Health and now has a clinician onsite twice weekly to assist with MH/SA needs of individuals seeking services. |
| 9) Cardinal Innovations Updates-Provider Engagement-New Acting CEO | Charles | Charles reported Pam Shipman has resigned as acting CEO of Cardinal Innovations after 28 years with the company, effective July 1 st , 2015. The board has selected Richard Topping to fill the position. He is showing strong support for Community Operation Centers and has visited all COC's since his appointment. Staff has responded favorably to Mr. Topping. |
| 10) Other Issues | All | Charles asked if Intensive In-Home providers have begun to shift to higher member to staff ratios. Council members responded by saying they are making the transition. Sherri Howell reminded those present that the service records manual was being updated and feedback and comments could be offered. |
| 11)Wrap-Up | All | The next scheduled Provider Network Council meeting is Friday, July 10 th , 2015 at 9:30 the second floor conference room at Five County COC. |

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| | | Meeting Adjourned |
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Respectfully submitted, Jeanne Variano, QM Support