

WILLAPA BH	Lynn highlighted the following items: <ul style="list-style-type: none"> • WBH is working to improve the timeliness of data, decreasing the time from 	Lynn	
	<ul style="list-style-type: none"> • RFS to intake, revamping the authorization process, and the timeliness of staff getting service reports in. • Dealing with sick staff and a staff death. • Reconfiguring staffing patterns. Loss of 3 clinical staff due to cuts. Will be looking at productivity, scheduling, and no show rates. 		
CASCADE MHC	Lexa highlighted the following items: <ul style="list-style-type: none"> • Matt and Jason are working on the EHR, progress note development. • Darlene Dafoe retired and Wade Walter started January 4th. 	Lexa	
FRAUD & ABUSE	Brian reviewed packet of information for agencies on Fraud and Abuse. <ul style="list-style-type: none"> • Update handout of testimony on preventing Medicaid Fraud by Program Integrity Director of Health Care Financing Admin US Dept of Health and Human Services before House Government Reform Subcommittee on Government Management, Information and Technology. • A handout with a mix of Code of Federal Regulations tied to required language on invoices and claim forms or checks, Disclosure by provider of transactions of subcontracts greater than \$25,000, Disclosure of agency ownership and control, Disclosure by provider of persons convicted of crimes. • Update to DSHS contracting out Ingenix, 19 million over 5 years, to bolster process and methods of Fraud and Abuse detects and prevention. • Update on Centralia Adult family home that had license revoked • Update Debarment list of providers in Health and Human Services that lost their license in the past quarter. 	Brian	
CLIENT / FAMILY ADVOCATES	Judy (Lewis County) updates on "In Our Own Voice" Presentation and compliments Cascade Mental Health as she has heard positive feedback from clients 3X in the past month.	Judy	
Crisis Services – RSN/Provider Follow-up	Response to QRT request for follow-up on Client Satisfaction Survey Crisis Responses. The providers have been investigating client satisfaction post crisis services in an effort to understand client experience with crisis services including ProtoCall. Data provided for discussion along with Recommendations for improvements.	Jan	Send survey results to Heather electronically (completed 1/26/10).
Encounter Data Validation 2009	EDV: what is it? Requirements for EDV and 2009 results were discussed. There will be a training for the agencies via a Go-To-Meeting related to completing their own EDV (agency EDV needs to be completed by August).	Trinidad/Jan	
EQRO follow-up	<ul style="list-style-type: none"> • 2nd opinions • Referrals in and out of network • Requests to change providers <p>Trinidad leads discussion around policy/procedures and the electronic health record as it relates to compliance issues.</p>	Trinidad/Jan	
Promoting value of QRT Surveys	On the QRT Allied Provider Survey Draft Report dated 12/1/09 there was a recommendation that "the TRSN and its provider agencies help to promote the value in QRT surveys and how they can be used to improve customer service". Agency/RSN	Jan	Send survey results to Heather electronically (completed 1/26/10).

	feedback was compiled and presented for the QRT on how to improve the QRT Survey/process.		
PIP/QAPI UPDATE	Jan reported that implementation of PIPs/QAPIs were moving forward.	Jan	
TRSN Abbreviations	Reviewed for completeness. FISMA – Federal Information Security Management Act will be added to the list.	Jan	Sandy will update and publish. Review annually
ADJOURNMENT	Alicia adjourned the meeting at 2:58 pm. The next meeting will be Tuesday, April 20th 1 – 3 pm.		

Submitter by: Jan Kaschmitter, Quality Manager