
CQI Forum Meeting

Sept 24, 2015

Attendees

Jane Stewart, Cynthia Cooke, Lisa Goodzyk, Debra Nacel, Maureen Hanlon, Chandra Engelbert, Lisa Adams, Rene Sockery, Elaine Bussey, Dianne Reid, Dawn Mrotek, Barbara Barthelmes, Kara Hamill, Deborah Holt, June Gallup, Elaine Scholtz, Laura Spagnolo, Georgette Verhelle, Collette Peterson, Carolyn DeMark, Cheryl Gonzalo, Tabitha Dowd. Gina Balkus, Leslie Hammond.

Notes:

Last Meeting Follow-up

1. Focused conversation on group strategy & design
2. Face to Face Update

New Business

3. Reviewed 3 changes given to Medicare Contractors (available on our website)
 - a. [transmittal 603](#)
 - b. [transmittal 92](#)
 - c. [transmittal 208](#)
 4. Review of recent member surveys. Issues of concern included documentation, including physicians' need to document start of care and recert, as well as the projected amount of time patient will require service.

Also, the BEAS background check MUST be in hand before the new hire is on-- this is in addition to the digital copy.
 5. Discussed CMS's Provider Outreach Education. They recently completed a four hour conference call on claims and submissions and review
 6. Group discussed pros and cons of having OASIS Answers offer their training at the Northeast Leadership Conference, or the New England conference next spring. Members present said they would prefer it NOT be combined with other events.
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7. The group was interested in a 2 day integrated “train the trainer” care manager.

Future Topic Items

1. Supply and Equipment Tracking
2. Medication Management
3. Patient Safety
 - a. skin integrity
 - b. major falls
 - c. patient preferences regarding treatment
4. workflow proficiency
5. Quality Improvement Initiative
6. Create a career mentor program for new hires/new grads (but must be able to use them quickly)
7. IHI a possibility- but how do we implement those small, incremental changes.
8. Star Ratings
 - a. H-CaP piece
 - b. Utilization Piece
 - c. staff retention
 - i. task oriented v efficiency
 - ii. internal procedures
 - d. Verbal orders
 - e. How to identify which questions to focus on for improvement
 - f. Learn how to evaluate stats and individual data

Next Meeting Agenda Items

October 22, 2015 from 9:30 to noon

Process Measures

LEAN

State Star data (averages)