



REGIONAL OPERATIONS COUNCIL/CEO MEETING

Key Decisions and Required Action

Date: February 22, 2020

MEETING RESTRICTIONS IN EFFECT – ZOOM MEETING ONLY

Members Present: Lindsey Hull; Carol Mills; Sharon Beals; Tracey Dore; Tammy Warner; Maribeth Leonard; Kerry Possehn; Michelle Stillwagon; John Obermesik; Sara Lurie; Sandy Lindsey; Chris Pinter (arrived 12:15)

Members Absent:

MSHN Staff Present: Joseph Sedlock; Amanda Ittner; For Applicable Topics: Leslie Thomas, Kim Zimmerman

Agenda Item	Action Required				
Consent Agenda	Item B. pg 10: just point of clarification on the grant to partner with existing crisis lines – for discussion during MiCAL topic below. Item D. Medical Directors Letter: Question on who the audience is... The regional medical directors wanted to address the CMHSPs CEOs. MSHN to request additional clarification from MDHHS/BHDDA regarding F2F services				
	Approved as presented	By Who	N/A	By When	N/A
FY21 Savings Estimates through December 2020	L. Thomas reviewed the FY21 Savings Estimates through December 2020.				
	Informational Only	By Who	N/A	By When	N/A
QAPIP: FY20 Report, FY21 Plan	K. Zimmerman presented the QAPIP FY20 Annual effectiveness report and the changes to the FY21 QAPIP Plan and Workplan; Clarification requested regarding MDHHS required Practice Guidelines and the scope of MSHN review at the CMHSPs.				
	Approved as presented with the noted practice guidelines clarifications; next step March Board approval	By Who	K. Zimmerman	By When	2.22.21
Consumer Representation Recommendations and Charter	K. Zimmerman presented the recommendations to add consumer representation on MSHN council and committees.				
	Approved the proposal and the charters for both QIC and Customer Service	By Who	K. Zimmerman	By When	2.22.21
MiCAL Discussion	Jon Villasurda and Krista Hausermann joined the Operations Council meeting to review and discuss MiCAL. KH: CRM development finishing up with user testing to occur end of March, then go live 4.19 in the UP and Oakland County; Common Ground (vendor) will cover after hours services in the beginning of March for the UP, continuing conversations with CMHs, working on marketing, moving along well. CMHCM: 211 provider also the crisis call center provider, concern about local communication, staffing capacity concerns KH: CRM will have a crisis alert system to coordinate with CMHSPs, care coordination tools being developed, common ground will need to have a good idea of resources in the local areas, JS: In region question on using MiCAL; is this an option to use MiCAL or mandatory and current contracts expected to be eliminated.				

Agenda Item	Action Required				
	JV: There will be a requirement to use/coordinate with the CRM for MiCAL; PIHPs and CMHSPs will be given licenses to document within. Other decision points are still being considered and defined after the pilots. KH: There will be automatic report that go to the CMHs on calls/updates even for those not in services. SL: Prescreening with 24/7 crisis services; how would MiCAL manage immediate need for prescreen KH: CMHs are giving extensive info to them regarding their crisis services, as well as who is on call with a calendar (filled in/given by CMH), so it would trigger a pre-screen with warm hand-off for those CMHs with crisis lines. KH: Reviewing gaps in the state related to 988...they are now leading that grant and at the end of the fiscal year more will come about where they will expand.				
	Discussion & Informational only	By Who	N/A	By When	N/A
Performance Bonus Incentive Analysis	A. Ittner reviewed the bonus analysis including local funds earned, amount not-earned, related unmet metric and next steps.				
	Informational only	By Who	N/A	By When	N/A
Financial Management Services	C. Tiffany reviewed the summary of changes and process. Strong concern regarding MDHHS changes in the Financial Management Services and responsibility of the CMHSP vs the fiscal intermediary. Request to ensure those concerns are communicated to the members of the provider network committee.				
	MSHN to put contract amendment to be on hold until June at which time Ops will reconsider for FY22 contracts C. Tiffany to draft a communication to the FI contractors regarding MSHN's position. J. Sedlock will distribute the letter to the CMH CEO and bring up for discussion with the PIHP CEOs.	By Who	C. Tiffany J. Sedlock	By When	2.26.21 2.26.21
Strategic Planning	J. Sedlock discussed the plan for Operations Council strategic planning. Draft planning documents were sent out previously and reminder to review prior to the first meeting in March. Ops Council decided MSHN will lead the strategic planning and no need to obtain outside facilitator. No other input on planning the day.				
	Discussion only	By Who	N/A	By When	N/A
		By Who		By When	
		By Who		By When	
		By Who		By When	