

Advantage
Behavioral Health Systems
COMMUNITY SERVICE BOARD MEETING #81
February 26, 2002

BOARD MEMBERS PRESENT

Ed Glauser - Oglethorpe
Mary Jo Matthews – Madison
Paul Christensen – Jackson
David Levine – Clarke
Conoly Hester – Clarke
Tyrone Eaves - Greene
Gail Goldsmith– Morgan

John Davis – Clarke
Carter Smisson – Jackson
Ina Brown-Brothers - Barrow
Anita Carson – Greene
Shirley Segars – Barrow
Mae Davis – Elbert

BOARD MEMBERS ABSENT

Jim Hudson – Oconee

Evelyn Bush – Walton

ADVANTAGE BEHAVIORAL HEALTH SYSTEMS STAFF PRESENT

Terry Tellefson
Brenda Smith
Helen Kabat
Tina Tarbox
Cindy Darden
Falesha Robinson
Pam Kemper

Larry Gabriel
Cecile Morgan
Terry Frazier
Nicole Griep
Scott Clark
Ian Halstead

GUESTS

Suellen Simmons

The meeting was opened by Conoly Hester, Community Service Board (CSB) ChairPerson at 5:00 p.m.

1.0 ACTIONS

- 1.1 Motion to accept the agenda with modifications. Moved (David Levine); Seconded (John Davis); Passed (Unanimously).
- 1.2 Motion to accept the minutes as corrected of the January 22, 2002 CSB Meeting. Moved (Carter Smisson); Passed (Unanimously).
- 1.3 Motion to accept closed session to address legal issues. Moved (Ed Glauser); Seconded (John Davis); Passed (Unanimously).
- 1.4 Motion to return to open session of the meeting. Moved (Paul Christensen); Seconded (Carter Smisson); Passed
- 1.5 Motion to accept the Quality Management Plan and the Indicators of Quality Management (Mary Jo Matthews); Seconded (David Levine); Passed (Unanimously).
- 1.6 Motion to approve the process of the Community Service Board members contacting the Regional Board members regarding the progress of the required benchmarks and financial sanction. Moved (Gail Goldsmith); Seconded (Shirley Segars); Passed (Unanimously).

- 1.7 Motion to accept the lease agreement for the telephone system at the North Avenue Building. Moved (David Levine); Seconded (Tyrone Eaves); Passed (Unanimously).
- 1.8 Motion to approve the amended governance policies (see Board Reports 5.4). Moved (David Levine); Seconded (Shirley Segars); Passed (Unanimously).
- 1.9 Motion to delegate authority to the Bylaws and Policies Committee to change and/or approve all policies, except governance policies, as submitted by the Continuous Quality Improvement (CQI) Oversight Committee. Moved (David Levine); Seconded (Carter Smisson); Passed (Unanimously).
- 1.10 Motion to adopt the policies that were addressed at the Bylaws & Policies Committee Meeting February 26, 2002 (see Board Reports 5.4). Moved (Mary Jo Matthews); Seconded (David Levine); Passed (Unanimously).
- 1.11 Motion to adjourn meeting. Moved (David Levine); Seconded (Mary Jo Matthews); Passed (Unanimously).

2.0 OLD BUSINESS

2.1 Mr. Tellefson reported that the quality improvement benchmarks and plans were addressed at the CSB Workday, February 12th. The document was distributed to Board members. Helen Kabat, Director of Continuous Quality Improvement report highlighted the challenges. She stated that the biggest challenges to all departments are working with staff to follow up more closely on incidents and complaints; and documenting, identifying, correcting and following up on problems throughout the agency. Paul Christensen, CSB Representative for Jackson County asked, "What is the action plans for the challenges?" Ms. Kabat reported that starting this month, trends will be identified and corrective actions will be developed. We have a database to keep track of the information.

3.0 NEW BUSINESS

3.1 Mr. Tellefson reported that he and Ms. Hester met with Dr. Jeff Waller of the Carl Vinson Institute regarding the audit of Advantage CSB. Dr. Waller reviewed the FY2001 performance evaluation document. He was impressed with the document and offered his assistance in getting it published. Mr. Tellefson commended Nicole Griep, Utilization Manager for developing an excellent report. Ms. Griep reported on the Regional Board Contractual Outcomes Report and the FY2002 Client Satisfaction Report. ABHS met 21 of the 25 indicators. The four (4) indicators that were not met are:

- a) At least 70% of consumers transferred and referred from Core Capacity Services to one of the other three (3) service categories shall be seen face-to-face within five (5) working days;
- b) From a baseline of 65 consumers, contractor shall increase the number of consumers who enter intermediate or advanced employment services by 10% or six (6);
- c) From the baseline of twelve (12) consumers per month, the Contractor shall increase the number of consumers receiving intensive in-home therapy and/or in-home crisis services by five (5) per month for the contract period; and
- d) From the baseline of 51 consumers, contractor shall increase the number of consumers who move from agency provided intermediate and/or advance employment to competitive employment by 10% or five (5) individuals within the contract year.

Regarding the Client Satisfaction Report, the CQI Department conducted two (2) distributions (mailout and onsite). We utilized the CSQ-8, which is the contractual required instrument for measuring satisfaction. Several questions were added for the

purpose of obtaining additional information. The overall score for FY2002 was 3.32. Clients were most satisfied with Question #4 - "If a friend was in need of similar help, would you recommend our program to him/her?" The CQI Department will conduct another survey in April 2002. Ms. Hester requested Tina Tarbox, Public Relations and Marketing to include this information in a news release.

- 3.2 Mr. Tellefson reported on the communication of progress for the required benchmarks and financial sanctions and the Advantage Review - Option 1 documents. Ms. Hester requested a summary of this information. Mr. Tellefson will draft and distribute an executive summary of the information including high points and talking points.
- 3.3 Ms. Hester distributed and reported on a contact list including CSB and Regional Board members and Management Team. CSB members discussed at their work session the development of a closer relationship between the two (2) boards. CSB members will contact Regional Board members regarding the progress of the required benchmarks and financial sanctions. Board members received a draft of a letter for distributing to Regional Board members.

4.0 SERVICE REPORTS (Reports were mailed in the Board Package)

- 4.1 Shirley Segars, Barrow County CSB Representative, asked if the simplified version of the Group Therapy Model document has been made available to clients and other constituents, and to the local media outlets. Ms. Tarbox stated that the document has not been distributed but is available. She will provide a copy to CSB members.
- 4.2 Scott Clark, Management Information System reported on the installation of the new phone system at the North Avenue Building. The contract has been addressed with the Center's attorney. The leasing firm requires that the contract be discussed and approved at a duly required meeting of the governing body.
- 4.3 Ms. Hester reported on the CQI document, which included staff's recognition for the staff members:
 - a) Andy Martin, Counselor, Morgan County Clinic for going above and beyond the call of duty for starting group therapy in the Morgan and Oconee counties;
 - b) Nancy Ballard, Counselor, Morgan County Clinic for going above and beyond the call of duty for organizing school groups;
 - c) Mike Earls and Sandy Lyndon, Alcohol & Other Drug Residential Staff, for an excellent Georgia Evaluation & Satisfaction Team, Inc. (GEST) inspection;
 - d) Phyllis Willingham and Virginia Justice, Nurses, for assisting Athens Center during their shortage of nursing staff;
 - e) Wanda Spence, Residential Services for achieving the first ever flawless GEST inspection; and
 - f) Certificates were awarded to the Assertive Community Treatment (ACT) Team staff for achieving 91% reduction of ACT hospitalizations.

The Board thanked the employees for their dedicated work. Mr. Tellefson reported that the CQI Oversight Committee has instituted an ongoing employee recognition program. Individuals are recognized on a monthly basis. They receive a certificate that has been endorsed by the committee.

- 4.4 Ed Glauser, Oglethorpe County CSB Representative requested an update on the employee input survey and the Action Team. Mr. Tellefson reported that the report is being tabled due to the required benchmarks and financial sanctions of

the Regional Board. The Action Teams will be responsible for dealing with trends that are seen in the survey.

- 4.5 CSB members discussed visiting ABHS sites. Visits will be scheduled to the sites and staff will be informed of the dates. Gail Goldsmith, Morgan County CSB Representative, requested that site visits be tabled until after April 15, 2002. Ms. Hester said that the first visit would be scheduled for May 7, 2002.
- 4.6 Paul Christensen, Jackson County CSB Representative questioned the number of waived clients. Cecile Morgan, Director of Residential Services reported that 163 conversions had been conducted and 136 clients were evaluated for the services. The State will distribute a Request for Proposal (RFP) for the Clinical Evaluation Team (CET) in March. As a provider, ABHS will not be eligible to submit a proposal.

5.0 **BOARD REPORTS**

- 5.1 Finance Committee - Ms. Goldsmith reported that the Finance Committee met today and discussed the revenues and expenditures for the period ended January 31, 2002. Ms. Goldsmith highlighted expenditures that exceeded 100%. Because of the mandates set by the State, ABHS had to use some of its budgeted funds in order to implement these mandates. Client fee revenues are funds that are paid directly by clients. Private insurance revenues are funds paid by client's insurance companies. Other fee revenues are a collection of other sources of revenues to include client accounts that ABHS operates (pass through account). The committee made recommendations for implementation to Larry Gabriel, Business Manager, and he will follow-up with Mr. Tellefson. Mr. Gabriel informed that ABHS might receive a one-time supplemental funding from the Department of Human Resources (DHR), which may require approval by the legislators. Mr. Tellefson contacted Representative Keith Heard regarding supplemental funding and was advised to contact members of the Green Door Committee.
- 5.2 Membership & Nominations Committee - Dr. Davis reported on the process for appointing individuals to the CSB. The CSB is responsible for making recommendations to the Board of Health for nominations to the County Commissioner. The committee will draft correspondence and set up a system for handling the appointments. Dr. Davis will follow up with the ABHS Administrative Office and will report on progress at the March CSB meeting.
- 5.3 Legislative Committee - Dr. Levine reported on HB498. The bill is out of the Senate and the next step is the Joint Conference Committee. Ina Brothers and David Levine, CSB Members will attend the Developmental Disability Day at the Capitol on February 28, 2002. ABHS staff will provide transportation.
- 5.4 Bylaws & Policy Committee - Mary Jo Matthews, Madison County CSB Representative reported on the revised policies addressed at the work session. Ms. Matthews recommended approval of the policies. The policies are:
 - a) 100.100 Mission Statement
 - b) 100.110 Statement of Philosophy
 - c) 100.120 Vision Statement
 - d) 100.200 Organizational Leadership - Governance
 - e) 100.205 Organizational Leadership - Delegation of Board Authority
 - f) 100.210 Governing Body - Selection and Appointment
 - g) 100.215 Governing Body - CSB's Conflict of Interest Policy
 - h) 100.220 Governing Body - CSB Member Code of Ethics
 - i) 100.225 Governing Body - Meeting and Minutes
 - j) 100.230 Governing Body - Standing Committees

- k) 100.235 Governing Body - New Member Orientation
- l) 100.240 Governing Body - Annual Review
- m) 100.245 Governing Body - CSB Annual Self-Evaluation
- n) 100.250 Organizational Leadership - Executive Director
- o) 100.251 Organizational Leadership - Executive Director Review

The committee met today to address additional policies. Ms. Kabat recommended that the Board authorize the Bylaws and Policies Committee to change/amend/delete/approve policies as submitted by the CQI Oversight Committee, with the exception of governance policies, which will still require Board approval. List of policies addressed and approved by the committee:

- a) 100.150 Dual Relationships
- b) 100.160 Visitor Confidentiality
- c) 200.100 Protection & Promotion of Rights of Persons Served – Overview
Deleted
- d) 300.201 Anthrax
- e) 400.110 Clinical Services – Goals and Objectives
- f) 400.120 Clinical Services – Accessibility
- g) 400.125 Clinical Services – Ambiance **Deleted**
- h) 400.145 Clinical Services – Planning List
- i) 400.195 Clinical Services/Family Support Education **Deleted**
- j) 400.210 Information Requests
- k) 500.110 Service Records – Confidentiality, Protection and Release of Information
- l) 500.115 Access to record by Persons Served
- m) 500.120 Service Records – Records Security/Ownership

5.5 Rights of Persons Served Committee - Mr. Glauser reported that the committee met today. They thoroughly reviewed 22 incident reports, three (3) complaints, and two (2) deaths. We are very pleased with the new complaint system. Ms. Tarbox and Regina Walker, Hospital Liaison Staff will be responsible for tracking and investigating complaints.

5.6 Ad Hoc Committee - Dr. Davis reported that the Ad Hoc Committee met today to review the draft of the annual report. He will contact committee members to schedule a meeting.

5.7 Dr. Davis presented an update on the CSB Association. The Association addressed HB498 at its regular meeting. If the bill is approved, this will affect the changes and set up in the regions. ABHS will be in the Augusta region because the hospital serves our consumers and the Department of Human Resources (DHR) will handle authority.

6.0 REPORT FROM EXECUTIVE DIRECTOR

6.1 Mr. Tellefson reported on Ombudsman/Customer Service. ABHS may receive complaints from different channels – the toll free number, the Regional Board, mail, the Community Service Board, or therapists – and these complaints should be forwarded to the Public Relations Department. Ms. Tarbox will be responsible for the initial contact. Ms. Walker will conduct an investigation if warranted and contact the consultant if there were serious wrong doings or a complicated situation. A consultant will be hired to provide training or troubleshoot on specific situations to resolve the issue within the agency. Mary Gannon Gunn has accepted the consultant's role. Dr. Levine suggested naming the consultant the Independent Review Person. A toll free hotline will be set up for this service and will be

publicized. Ms. Tarbox and Ms. Walker will finalize the document on Friday, March 1 and distribute to CSB for review. Mona Givens, Ph.D., CQI Specialist recommended the implementation of this service.

6.2 Mr. Tellefson reported on the Customer Service Evaluation through Phone Calls Survey. CSB members will make anonymous phone calls to ABHS staff. Mr. Tellefson will provide scenarios, additional copies of the survey and a phone list to Board members. Completed surveys will be submitted to the Administrative Office.

7.0 REPORT FROM CSB CHAIRMAN

7.1 Ms. Hester reported that the next scheduled CSB Work Session is scheduled for Tuesday, May 7, 2002, from 10:00 am - 2:00 pm, at the Elbert County Clinic, Elberton, Georgia.

8.0 PUBLIC ACCESS

8.1 The ChairPerson welcomed all those who attended the meeting. Ian Halstead, Intern, Greene County Clinic, asked if there are any consumers on the Rights of Persons Served Committee. Ed Glauser, Chairman of the committee replied, "No, because of confidentiality." Ms. Kabat noted that there is a consumer serving on the CQI Rights of Persons Served Committee. The committee reviews all complaints and a report is submitted to the CSB Rights of Persons Served Committee. Mr. Halstead pointed out that it is difficult to understand what is being discussed when the packets of information/written materials are not being provided to the public. Mr. Tellefson recommended that five (5) additional packets be made available for the public.

8.2 CSB members received a copy of the Inclusive Youth Development, a guide for promoting positive growth through inclusion of youth with disabilities, by Dottie Adams, Developmental Disabilities Services.

9.0 MEETING ADJOURNED

DATE

APPROVED BY: MARY JO MATTHEWS
SECRETARY

SUBMITTED BY: BRENDA SMITH

APPROVED BY: CONOLY HESTER
CHAIR PERSON

