

Advantage
Behavioral Health Systems
COMMUNITY SERVICE BOARD MEETING #83
April 23, 2002

BOARD MEMBERS PRESENT

John Davis – Clarke	Gail Goldsmith– Morgan
Mary Jo Matthews – Madison	Carter Smisson – Jackson
Paul Christensen – Jackson	Ina Brown-Brothers - Barrow
David Levine – Clarke	Ed Glauser – Oglethorpe
Conoly Hester – Clarke	Shirley Segars – Barrow

BOARD MEMBERS ABSENT

Tyrone Eaves - Greene	Jim Hudson – Oconee
Mae Davis – Elbert	Anita Carson – Greene
Evelyn Bush – Walton	

ADVANTAGE BEHAVIORAL HEALTH SYSTEMS STAFF PRESENT

Terry Tellefson	Larry Gabriel
Brenda Smith	Cecile Morgan
Scott Clark	Terry Frazier
Tina Tarbox	Linda Hazinski
Cindy Darden	

GUESTS

Donald Harris	Patricia Ridley
Margaret Bradford	Brent Ridley

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. Moved (David Levine); Seconded (Carter Smisson); Passed (Unanimously).
- 1.2** Motion to accept the minutes with modifications of the March 26, 2002 CSB Meeting. Moved (David Levine); Seconded (Ina Brothers-Brown); Passed (Unanimously).
- 1.3** Motion to instruct the Executive Director to investigate the possibility of getting psychiatric residence services. Moved (David Levine); Seconded (John Davis); Passed (Unanimously).
- 1.4** Motion to approve the Employee Recognition Program (see Service Reports 4.1). Moved (Mary Jo Matthews); Seconded (Ed Glauser); Passed (Unanimously).
- 1.5** Motion to accept the financial report. Moved (David Levine); Seconded (John Davis); Passed (Unanimously).
- 1.6** Motion that a vote be taken stating that the ByLaws and Policies Committee and the Community Service Board (CSB) will accept and approve recommendations of: 1)

Finance Committee on financial/fiscal by-laws and policies; 2) Dr. Robert Stephens, Medical Director, on medical and infection control policies and procedures; and 3) Scott Clark, Management Information System (MIS) Director, on management information system policies and procedures. Moved (Mary Jo Matthews); Seconded (David Levine); Passed (Unanimously).

1.7 Motion to accept closed session for personnel discussion. Moved (Mary Jo Matthews); Seconded (Ed Glauser); Passed (Unanimously).

1.8 Motion to return to open session of the meeting. Moved (Mary Jo Matthews); Seconded (Shirley Segars); Passed (Unanimously).

1.9 Motion to adjourn meeting. Moved (David Levine); Seconded (Ed Glauser); Passed (Unanimously).

2.0 OLD BUSINESS

2.1 Mr. Tellefson reported on the Executive Summary regarding the Action Plan/Benchmarks for March 2002. The Department of Human Resources (DHR) will conduct a review of Advantage Behavioral Health Systems (ABHS) on May 13 – 14 and a final review on June 11, 2002. Mr. Tellefson highlighted the following issues:

- a) The Policy and Procedure Committee has done an excellent job in reviewing and revising policies and procedures;
- b) We are conducting 100% audits of the clinical charts;
- c) The Consumer Relation Program has been implemented which includes external public relations and consumer relations. Information will be published at all ABHS sites. We will seek input regarding the strategic plan from consumers.
- d) The medical and infection control policies and procedures have been reviewed and adopted. Currently, we are short 1 ½ physicians and are in the process of recruitment. Robert Stephens, Medical Director and Larry Gabriel, Business Manager will determine the maximum amount we can pay a psychiatrist. Dr. Levine requested that the Board instruct Mr. Tellefson to investigate the possibility of getting psychiatric residence services.

Mr. Tellefson reported on the American Psyche Systems (APS) benchmarks, which includes billing, programming and quality documentation. ABHS met the expectations for billing and programming. We were fined \$5000 due to the quality of documentation expectations.

3.0 NEW BUSINESS

3.1 Margaret Bradford, Regional Board Director reported on the FY2003 Contract Cycle Training. The training is scheduled for May 2, 3, and 6, 2002. The training will include:

- a) Requirements for FY2003 Contracts (Core Expectations, Outcomes and Payment Methodologies);
- b) Information of HB498 and how it might impact the contract process;
- c) Update on new services as a result of revenue maximization.

Ms. Hester suggested canceling the CSB Workday on May 7th due to the Board Training Institute; the Board agreed.

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

4.1 Terry Frazier, Human Resources Director reported on the Employee Recognition Program. Individuals may receive rewards in the following categories:

- a) Commitment to Service Award (presented quarterly) – this award will be presented to individual employees or teams of employees engaged in direct client service whose efforts result in an ongoing commitment to the improvement of the quality of client services;
- b) Distinguished Service Award (presented annually) – this award will be presented to an individual employee who engaged in direct service whose efforts noticeably improve the lives of numerous clients **and** enriched the community;
- c) Excellence in Administrative Support Award (presented quarterly) – this award will be presented to individual employees in support services, including, but not limited to, clerical, secretarial and operations, whose efforts greatly improve the functioning of our sites, customer service and client care; and
- d) Excellence in Management Award (presented quarterly) – this award will be presented to individual employees engaged in Management, Program and/or Service Design and upper-level supervision whose efforts greatly and consistently improve the quality of services provided by the agency.

All nominees will be submitted to the CSB and the CSB will make the final decision. All awards will include a small monetary reward, a framed certificate and special recognition by the CSB. A description of the Employee Recognition Program and copies of nomination forms were distributed to CSB members. They will review these documents and report and submit feedback to Mr. Frazier. A finalized document will be distributed to the CSB at the next Board meeting. The program will be implemented June 1, 2002.

- 4.2 Ms. Hester reported on the upcoming fund raising project at the Compadres restaurant. Compadres will donate 5% of the bill of each patron who writes the name of our agency on the bill throughout the month of May. Compadres is located at 320 E. Clayton Street, Athens, Georgia.
- 4.3 Tina Tarbox, Marketing Public Relations and Community Outreach Prevention Education (COPE) reported on the Employee’s Picnic. The event is scheduled for Saturday, May 18, 12 – 5:00 p.m., Sandy Creek Park, Athens, Georgia. Mr. Tellefson stated the purpose for having the picnic on a weekend is that it does not deny our consumers the opportunity of receiving services and is less expensive. Staff families and CSB members are encouraged to attend.
- 4.4 Ms. Hester commented on the Continuous Quality Improvement (CQI) report. Helen Kabat, CQI Director is drafting survey requests for community stakeholders, advocates, Department of Family and Children Services (DFCS), police, emergency room personnel, etc. The survey asks for input to use as we develop our strategic plan as well as a brief needs assessment and satisfaction survey. Ms. Hester suggested that the Management Team review the survey prior to distribution – delete all initials.
- 4.5 Linda Hazinski, Developmental Disabilities Services reported on Medicaid Waiver issues. Ten consumers receiving services at the Service Centers terminated their Medicaid Waiver in March. We are actively attempting to evaluate current and newly referred consumers to fill these slots. High school students will not be included for the Waiver Program, but we are hoping to have grant-in-aid slots for them.

- 4.6 Cindy Darden, Outpatient Services Director, presented an overview of the financial situation at the Alcohol & Other Drug Services. The Business Office performed an in-house audit. Staff was in violation of the policies and procedures; therefore, an outside audit was requested. The outside auditor made recommendations and we are making significant changes in how we operate. We are currently recruiting for an Operations Manager and two (2) clerical staff.
- 4.7 Dr. Darden reported on the chart audits. 100% audits of all charts in Clarke and Madison Counties Clinics have been conducted. We will review the level of care prior to chart audits in the remaining counties.
- 4.8 Ed Glauser, Oglethorpe County CSB Representative mentioned that several agencies are pleased with services being rendered at the Oglethorpe County Clinic.
- 4.9 Dr. Darden reported we are continuing to have a high turnover rate, particularly in the Clinics. This seems to be due to the changes in program structure due to changing to the Rehab Option. With the Rehab Option, we do not need as many licensed personnel. Once a position becomes vacant, we evaluate to determine what type personnel to hire.

5.0 BOARD REPORTS

- 5.1 Finance Committee – Gail Goldsmith, Morgan County CSB Representative reported on finances to include expenditures and revenues. The committee met today to address these issues.
- 5.2 Membership & Nominations Committee – John Davis, Athens-Clarke County CSB Representative reported that the committee is drafting correspondence to send to the Board of Health regarding appointments/nominations to the CSB. He has contacted the Clarke County Board of Health regarding this issue. The Board of Health suggested that he contact Dr. Claude Burnette, Health District Director regarding it. Paul Christensen, Jackson County CSB Representative stated that County Government needs to be informed that terms for CSB members are three (3) years due to HB498. Dr. Davis will follow up.
- 5.3 Legislative Committee – no report requiring an action.
- 5.4 Bylaws & Policy Committee – Mary Jo Matthews, Madison County CSB Representative reported the committee met today. The following policies were reviewed and approved:
 - 100.125 Non-Discrimination
 - 100.126 Corporate Compliance
 - 100.280 Governing Body – Employee Conflict of Interest
 - 200.110 Protection and Promotion of Rights of Persons Served – Prohibiting Abuse and Neglect
 - 200.120 Protection and Promotion of Rights of Persons Served – Rights of Persons Served
 - 200.130 Protection and Promotion of Rights of Persons Served – Issue Resolution Structure
 - 300.100 Health & Safety – Overview
 - 300.110 Medical Emergencies
 - 300.115 Health and Safety – Staff Safety – Natural Settings
 - 300.120 Health & Safety – Disruptive Incidents
 - 300.130 Health & Safety – Safety Devices and Practices
 - 300.140 Health & Safety – Tobacco Products

- 300.200 Infection Control Overview
- 300.205 Infection Control – Overview of Prevention Strategies
- 300.210 Infection Control – Service Sites
- 300.215 Infection Control – Contact Infections
- 300.220 Infection Control – Prevention of Cytomegalovirus
- 300.225 Infection Control – Handwashing
- 300.230 Infection Control – Prevention of Transmission of Airborne and Droplet Infections
- 300.235 Infection Control – Rubella
- 300.236 Health & Safety – Bacterial Meningitis
- 300.240 Infection Control – Prevention of Transmission of Blood-Borne Pathogens
- 300.245 Infection Control – Sexually Transmitted Diseases
- 300.250 Infection Control – Post Exposure to Blood-Borne Infection
- 300.255 Infection Control – Standard and Universal Precautions
- 300.260 Infection Control – Biohazardous Waste
- 300.265 Infection Control – Laundry
- 300.270 Infection Control – Skin Infections
- 300.271 Health & Safety – Contamination of Head Lice
- 300.275 Infection Control – Food Sanitation and Safety
- 300.276 Health & Safety – Toy Sanitation
- 300.280 Infection Control – Reporting Infections
- 300.290 Infection Control – Blood, Body Fluid Spill Cleanup
- 300.300 Infection Control – Hepatitis B
- 300.310 Infection Control – Neuroleptics for Tardive Dyskinesia
- 300.320 Disaster Response Plan
- 500.126 Clinical Records – Abbreviations & Symbols
- 500.130 Clinical Records – Person Centered Treatment Plan
- 500.135 Clinical Records – Assessment
- 500.150 Clinical Records – Emergency Services
- 800.100 Prevention and Education Services – Education of Persons Served, Family and Community
- 800.110 Prevention and Education Services – Employee Training
- 900.120 Continuous Quality Improvement – Outcome Evaluation
- 900.130 Continuous Quality Improvement – Record Review
- 900.150 Continuous Quality Improvement – Best Practices
- 900.160 Continuous Quality Improvement – Oversight Committee Structure
- 900.165 Continuous Quality Improvement – Process
- 900.180 Risk Management
- 900.190 Deaths of Persons Served
- 900.200 Center Quality Grievances
- 1400.100 Utilization Management

Medical Services:

- 600.005 Medical Services – Personnel Defined
- 600.100 Medical Services – Agency Medical Director
- 600.110 Medical Services – Medical Director Responsibilities
- 600.113 Medical Services – Staff/Physician Responsibilities
- 600.115 Medical Services – Psychiatric and Substance Abuse Assessment by ABHS Physicians

- 600.120 Medical Services – Clinical Staffing
- 600.130 Medical Services – Hospitalization of Persons Served
- 600.135 Medical Services – Medication Management: Overview & Prescribing
- 600.141 Medical Services – Medication Administration
- 600.144 Medical Services – Drug Reactions
- 600.150 Medical Services – Medication Management: Medication Sources Storage and Security
- 600.155 Medical Services – Medication Management: Drug Destruction Therapeutic and Illicit
- 600.157 Medical Services – Medication Education
- 600.165 Medical Services – Laboratory Procedures

Management Information Systems

- 1000.100 Management Information Services – Accessibility
- 1000.110 Management Information Services – Security & Data Integrity
- 1000.120 Management Information Services – Electronic Service Records
- 1000.130 Management Information Services – Information Interchange
- 1000.140 Management Information Services – Training and Education

5.5 Rights of Persons Served Committee –Mr. Glauser reported the committee met today. They acknowledged Tina Tarbox, Vera Fairman, Daisy Bloome, and Helen Kabat for exemplary work in reporting complaints, deaths, and incidents. They commended Bailey Grimes, and Nicholas Brown, Fine Finish, and Willie Ellis, Residential Services for going above and beyond the call of duty for the way they handled some incidents. The committee reviewed seven (7) Issue Resolution Reports, twenty-eight (28) incidents, and three (3) deaths. Around The Clock (ATC) employees were addressed. The committee was very concerned about the number of reports about deficiencies in performance of ATC employees, and it was recommended that Mr. Tellefson meet with ATC to address screening and training of their employees because of the frequent incidents wherein employees are doing things that are unprofessional.

6.0 REPORT FROM EXECUTIVE DIRECTOR

- 6.1 Mr. Tellefson reported on a document compiled by Derril Gay, Ph.D., DeKalb CSB Director, the comparison of DHR and regional provisions of HB498 with existing statutes. The Regional Boards will become planning units. The CBS will be a public corporation and instrumentality to the state. Board members may contact Mr. Tellefson for additional information.
- 6.2 Mr. Tellefson reported on the bridge funding. Bridge funding is based on cash in hand. ABHS originally applied for \$820,000. DHR met with the Business Manager and staff and reviewed our finances. DHR recommended applying for \$521,000. The report will be submitted to Joan Caldwell, Division Office. The CSB will be updated regarding this issue.

7.0 REPORT FROM CSB CHAIRPERSON

- 7.1 Ms. Hester reported on the Customer Service Evaluation through phone calls. CSB members received the survey and scenarios. This survey is being conducted due to

the required benchmarks. CSB members need to submit completed surveys to the Administrative Office.

- 7.2 CSB received a calendar of events for the month of May. The CSB Workday scheduled for May 7th was cancelled. The Board agreed to reschedule the CSB Workday for June 25th at 10:00 a.m. in Elbert County. This workday will be combined with regular meeting for June.
- 7.3 Ms. Hester reported on the CSB Association. John Davis, Athens-Clarke CSB Representative, is the Vice President of the organization and will become the President Elect on May 17th. Dr. Davis has requested that Ms. Hester appoint a delegate to attend the CSB Meetings. Dr. Davis will review the bylaws regarding delegates of the CSB Association and report to the Board.

8.0 REPORT FROM THE REGIONAL BOARD EXECUTIVE DIRECTOR

- 8.1 Ms. Bradford reported on the Medicaid revenues. ABHS is in the top three (3) CSB who are generating Medicaid revenues. ABHS will exceed the earning targets for Medicaid revenue in the Mental Retardation Services. ABHS will probably earn back the Medicaid funds that were cut at the beginning of the year for revenue maximization in Mental Retardation Services. Projects in the Mental Health services are expected to be approximately \$85,000 short by the end of the year.
- 8.2 Ms. Bradford reported on the FY2003 contract for ABHS. The Regional Board is reviewing the contract and will follow up with ABHS regarding the document.
- 8.3 Ms. Bradford reported on issues related to direct care. The quality of care provided in the Mental Retardation Residential sites will be monitored by monthly visits either by a service monitor, a service coordinator, or Regional Board staff. These sites will be rated 1 through 4, 1 being excellent quality and 4 being a real problem (consumer being in a dangerous situation). Water temperature is an issue. The temperature will be tested. Medication issues will be monitored to include anything related to health issues. These reports will be provided to ABHS on a monthly basis. The Regional Board is responsible for submitting weekly and monthly reports on plans of correction to the Commissioner.
- 8.4 **Announcement** – In the FY2003 budget cutting process, funding was cut for the children unit at the Atlanta Regional Hospital. This unit serves children under the age of 12. All regions that use the Atlanta Regional will need a plan on how we are going to serve those children within the region. The Regional Board has been meeting with ABHS and Georgia Mountain CSB staff regarding this issue.

9.0 CLOSED SESSION FOR PERSONNEL DISCUSSION

10.0 RETURN TO OPEN SESSION OF MEETING

- 10.1 Ms. Hester announced that an Ad Hoc Committee would meet May 7th to plan the evaluation of the Executive Director. Members of the committee are Conoly Hester, John H. Davis, Paul Christensen, and Gail Goldsmith. The Rights of Persons Served Committee will meet May 14th to discuss allegations of unethical behaviors made by a former employee.

11.0 MEETING ADJOURNED

DATE

APPROVED BY: MARY JO MATTHEWS
SECRETARY

SUBMITTED BY: BRENDA SMITH

APPROVED BY: CONOLY HESTER
CHAIR PERSON