

Community Based Services Provider Meeting Presentation Summary



Facilitator: Recorder: Please use the PAR form to request a copy of the recorded meeting.	Rick Van Wagoner Provider Liaison, Contracts and Provider Network Management Susan Wood, Administrative Assistant	Date: June 8, 2021 Time: 11:00 am-12:30pm Location: Microsoft Teams Next Meeting: August 10, 2021
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Agenda

- Welcome
- Provider Kudos
- When Corporate Integrity Can Be Difficult
- Clubhouse J-Town Video Presentation
- Quality Improvement – Documentation of In-Services, Consumer Record
- Rick’s Review
- CPNM Updates
- Q&A; Michael Cupp, Director, Contracts and Provider Network Management
- 30 Second PSA; Michael Cupp, Director, Contracts and Provider Network Management

Provider Kudos



June 08, 2021

Congratulate, support, and show appreciation for our Providers and their Staff!!

Submitted by: Linda Belcher **Organization: LifeWays**

- **Kudos to: Mike Thompson, Segue**

I would like to acknowledge Mike Thompson from Segue for assisting the OBRA program by completing assessments for us in a pinch. Despite his incredibly busy schedule, he very graciously agreed to help us out and allowed us to comply with strict timelines set forth by the state and federal government. I greatly appreciate his willingness to help out.

- **Submitted by: Ken Berger** **Organization: LifeWays**

Kudos to: Devin Dombrowski, Recovery Tech

Thanks, Devin Dombrowski, Recovery Tech, for your dedication to quality clinical documentation to ensure a better experience of care at first service appointments.

- **Submitted by: Cindy Keyes** **Organization: LifeWays**

LifeWays QI would like to thank all the staff who have taken the time to assist or complete the many surveys that have been issued out over the past few months: RSA-Provider and Administrators, Provider Satisfaction, Consumer Satisfaction with Provider Services, and the Provider CEO Strategic Plan Review. Your feedback and help to ensure these surveys were completed is greatly appreciated! Thank you.

Reminder: Kudo’s are submitted using the Provide Request Form

Provider Kudos – Congratulate, support, or show appreciation for our Providers and/or their Staff!!

If you would like to publicly recognize someone with some kudos at the upcoming Clinical Services Provider Group meeting, please send to the Contracts Department Email at contracts@lifewayscmh.org. or use the Provider Request Form [here](#).

- *Name of person you are recognizing*
- *Organization of the person you are recognizing*
- *A small summary about what you are recognizing them for*
- *Your name and organization*

When Corporate Integrity Can Be Difficult

Ken Berger, Corporate Compliance/Risk Management/Privacy Officer, LifeWays

- A power point presentation was given by Ken Berger of LifeWays. This presentation is full of great information concerning the importance of Corporate Integrity. The presentation can be viewed as an attachment.

Clubhouse J-Town Video Presentation

**Rick Van Wagoner
Provider Liaison,
Contracts and Provider
Network Management**

- Rick Van Wagoner shared a video from JTV that highlights the J-Town Clubhouse. View the video [here](#). Alex is present in the CBS meeting and added some thoughts: J-Town assists with employment and community integration.

Quality Improvement – Documentation of In-Services, Consumer Record	Philip Hoffman, Supervisor, QI, LifeWays
<ul style="list-style-type: none"> We are 14 months away from our next waiver audit. The State wants documentation for any new staff who is training on an IPOS for all services. This documentation must include who is being trained, the content of the training, the name and title of the trainer and the specific date of the training. The trainer will need to sign off on the training as well. 	
Rick’s Review	Rick Van Wagoner Provider Liaison, Contracts and Provider Network Management
<ul style="list-style-type: none"> CLS Community Outing Documentation Outings must be documented and will be checked when drop-in visits occur. Provider Internal Drop-In Visits In person drop ins are currently being scheduled and visits will occur unannounced. We are asking for providers to pop-in to the homes as well. Communicating individual’s hospitalization/ER status Please communicate using the PAR form when communicating and individual’s hospitalization/ER status. HCBS Annual Choice Form This form is to be completed by the case manager annually near the individuals IPOS time. When HCBS teams come out from MSHN or LifeWays, the completion of this form indicates that the individual is given choice. Annual signed lease and residential care agreement with summary of resident rights. These documents are to be completed annually. House Rules\Restrictions and Policies that limit what individuals can do across the board are not allowed. Signed IPOS and BTP available in the home – current. These documents must be made available for viewing upon request when site visits occur. Recent drop-ins/locks Recent visits to some homes have seen locks showing up in the homes. These restrictions must be in the BTP. Safety concerns such as locking up chemicals are allowed. Recipient Rights Relias trainings Trainings must be done within 30 days of hire. Genoa Health New Staff – Rhonda Perreault Rhonda is the new site manager for Genoa Healthcare in Jackson. ARE, Inc. Free COVID-19 Vaccination Clinic June 9, 10:00 am -2:00 pm. (flyer) ClubLife & Holly Peterson Present: Got “Plans”? (flyer) Thursday June 10 3:30pm to 5:30pm and 6:30pm to 8:30pm. 	
CPNM Updates	Michael Cupp, Director, Contracts and Provider Network Management
<ul style="list-style-type: none"> Regarding locks in homes: Some providers are using key codes or keys that are provided to individuals to rooms that are restricted to specific individuals. 	

- Thank you for your ongoing efforts when dealing with issues that COVID has presented. Please reach out to CPNM for any assistance.
- We have not received information as to whether the DCW wage increase will be extended.
- Remembering Diane Reynolds; the former CEO of Segue has passed away. She is recognized for her many contributions to the Jackson and Hillsdale communities.

Q and A, Michael Cupp

- Lisa Monk: Can individuals come up with their own rules between each other? Yes, if it does not become restrictive. If it is a voluntary agreement between roommates and is clearly documented and not imposed by the provider, then it is acceptable. Please reach out to Rick Van Wagoner rick.vanwagoner@lifewayscmh.org for discussion and possibly with BTP if it appears to be a constrictive agreement.
- Leases and Resident Care agreements are the same.

30 Second PSA, Michael Cupp

- Alexis Shapiro:
 - Residential forms that are being programed for LEO are still being worked on.
 - Consumer created accounts and linked multiple guardian accounts can be created as well as medication lists and other important information on the Share portal.
- Courtney Sullivan:
 - Please send an email to Courtney Courtney.sullivan@lifewayscmh.org and cc Hannah Annabel Hannah.annabel@lifewayscmh.org with the point person for each group home. This person will be responsible for confirming appointments and making sure all documents that are needed for the appointment are gathered and sent with the individual.
 - When Genoa receives a new script, it negates the previous script (for the same medication).
- There will not be a provider meeting in July. The next provider meeting is August 10 with hopes of this meeting being in person. Remote options will be available as well.

Attendance

Alex		
Alexis	Shapiro	LifeWays
Amanda	Plumb	Hope Network Renaissance Community Homes
Angel		
Angie	O'Dowd	LifeWays
Barb	Freysinger	LifeSpan Renaissance Community
Beth	Cooley	Homes Renaissance Community
Brenna	Goodlock	Homes
Brittany	Bragg	LifeWays
Cathy		
Cheryl	Howard	Christ Centered Homes

Cindy	Keyes	LifeWays
Conner	Gibbons	LifeWays
Connie	Wilson	
Courtney	Sullivan	LifeWays
Dave	Lowe	LifeWays
Elizabeth	Pierce	
Georgia	Mason	Key Opportunities
Hannah	Annabel	LifeWays
Kaitlin	Burnham	LifeWays
Kenneth	Berger	LifeWays
Kim	Rawlings	Beacon Specialized Care
LaToshia	Baruti	Creekside Residential
Lisa	Monk	Tenacious Living
Melissa	Frash	Community Alliance
Melody	Dixon	
Michael	Cupp	LifeWays
Patricia		
Philip	Hoffman	LifeWays
Rhonda	Perreault	Genoa Healthcare
Rice	Manor Van	
Rick	Wagoner	LifeWays
Roxie	McUmbur	LifeWays
Stephanie	Justice	LifeWays
Susan	Wood	LifeWays
Teri	Miskowski	Rice Manor
Thomas	Chaffin	
		Renaissance Community
Tiffany	Smith	Homes
Tony	McMurtry	LifeWays
Tony	Thomas	Christ Centered Homes
Kristin	Wright	LifeSpan