



Metrocare
SERVICES

NOTICE

Metrocare Services, **Quality and Authority Services Committee will meet on Thursday, February 24, 2011 at 12:45 p.m.** The meeting will be held at 1360 River Bend Dr./Dallas, Texas 75247-4914 (Charles M. Cooper, Board Room).

If you need additional assistance to effectively participate in or observe this meeting, please notify the Administrative Office at 214.743.1201, at least 72 hours prior to this meeting, so that reasonable accommodations can be made to assist you.

The attached agenda items will be discussed/acted upon. A portion of the meeting may be closed as allowed by Subchapter D, Sections 551.071 - 551.075 to discuss personnel matters, litigation, acquisition of real property, for the purpose of discussing negotiated contracts for prospective gifts or donations to the Center when such discussions would have a detrimental effect on the negotiating position of the Center and a third person, firm or corporation, and to receive information from and/or question employee(s) without deliberating on the subject matter.

Ms. Verlean Walton-Brooks, Chair
Quality and Authority Services Committee

Mrs. Julia P. Noble, Madame Chair
Board of Trustees

By: Martha L. Toscano
Assistant to the Board/CEO

AGENDA METROCARE SERVICES

Quality and Authority Services Committee Meeting
Thursday, February 24, 2011 at 12:45 pm
1360 River Bend Dr/Dallas, TX 75247

(Board Room)

Ms. Verlean Walton-Brooks, Chair
Mrs. Candy Sheehan
Mrs. Julia P. Noble, ex officio

Ms. Walton-Brooks

I.

CALL TO ORDER

II.

CITIZEN COMMENTS (Please limit to 3 minutes)

III.

ISSUES TO BE CONSIDERED

1. ❖

Approval of the January 27, 2011 Quality and Authority Services Committee Meeting Minutes

QUALITY MANAGEMENT REPORTS

Recommendation of Approval of Quality Management Report for January 2011

Linda Thompson

2. ❖

The deputy chief executive officer will present the performance of the Dallas County Mental Retardation Authority (MRA), a part of the Center, including its financial performance, its clinical performance, and its performance on quality oversight, and also management plans to address deficiencies therein.

IV.

MEETING ADJOURNMENT

❖ *Designates items on which the Board may take action*

METROCARE SERVICES
Quality and Authority Services Committee

MEETING MINUTES of
Thursday, January 27, 2011

The Quality and Authority Committee convened at 1360 River Bend Drive, Dallas, Texas on Thursday, January 27, 2011.

- I. CALL TO ORDER:** Ms. Verlean Walton-Brooks, Chair of the Committee declared a quorum present. Ms. Walton-Brooks called the meeting to order at 12:45 pm.

Members Present: Ms. Verlean Walton-Brooks, Ms. Sue Ringle, Ms. Candy Sheehan and Ms. Julia Noble, ex officio.

Staff Present: Dr. James Baker, Linda Thompson and Sandy Stephens.

- II. Citizen Comments:** The procedure for public comments was available at the meeting for those interested. No public comment was received.

III. ISSUES TO BE CONSIDERED

❖ **RECOMMENDATION(S) FOR APPROVAL:**

QUALITY MANAGEMENT REPORTS

1. Approval of the December 2, 2010 Quality and Authority Services Meeting Minutes:

Motion: Ms. Julie Noble moved for the approval of the minutes of December 2, 2010, Quality and Authority meeting. Ms. Sue Ringle seconded, and the motion carried.

2. Recommendation of Approval of Quality Management Report for December 2010: Ms. Linda Thompson provided a verbal summary of the Quality Management Report.

3. Recommendation of Approval of Revision to Board Policy 2.05:

Ms. Linda Thompson presented the changes made to Board Policy 2.05 on Rights of Persons Served.

4. Recommendation of Acceptance of Appointment to the Intellectual and Developmental Disability Planning/Network Advisory Committee:

Ms. Linda Thompson presented the recommendation for membership to the Intellectual and Developmental Disability Planning/Network Advisory Committee

- Gloria Stuart

Motion: Ms. Julie Noble moved approval of the Quality Management Report for December 2010 and the Approval of Revision to Board Policy 2.05 on Rights of Persons Served and the Appointment to the Intellectual and Developmental Disability Planning/Network Advisory Committee of Ms. Gloria Stuart. The motion was seconded by Ms. Sue Ringle, motion carried.

IV. ADJOURNMENT: There being no further business to transact, the meeting adjourned at 12:55 pm.

Minutes recorded, transcribed and distributed by:

Martha L. Toscano

Assistant to the CEO and Metrocare Services Board of Trustees

QUALITY MANAGEMENT REPORT(S)

**❖ Recommendation of Approval of Quality
Management Report for January 2011**



BOARD COMMUNICATION

AGENDA ITEM Quality & Authority Services Report	BOARD MEETING DATE February 24, 2011
PREPARED BY Linda Thompson, Deputy CEO	DATE PREPARED February 9, 2011
<p>Executive Summary The Department of Aging and Disability Services (DADS) released 419 Texas Home Living Slots (TxHmL) slots to meet their budget target of 1519 slots across the state. The MRA received 15 slots which will be offered to individuals currently receiving General Revenue funded services and supports.</p> <p><u>Significant Events for the Month of January:</u></p> <p>In response to the legislatures plan to cut general revenue dollars from the Health and Human Services Commission (HHSC) budget, the MRA has implemented an 18% reduction in its current budget. (Although anticipated cuts by the state will not occur until September 1, 2011, service authorizations for individuals cross fiscal years making it necessary to implement budget changes immediately.)</p> <p>The reduction has two parts: a reduction in the amount of services authorized; and, a reduction in provider rates.</p> <p>With regard to the reduction in services authorized, individuals seeking services and supports will have an annual Plan of Care cap of \$3500, unless a workshop was used during this fiscal year. Individuals with workshop services have an annual Plan of Care cap of \$7400. Currently authorizations for workshop services are limited to \$1 million annually, but that amount will also be adjusted based on reductions to other services in the array.</p> <p>With regard to rates, beginning March 1st, rates paid to network providers for the delivery of general revenue funded services will be reduced to pre- September 1, 2010 levels.</p> <p>The two-part approach divides the impact of the anticipated general revenue reduction between providers and families because, at the reduced rate, the dollar cap goes farther.</p> <p>Respectfully submitted, <i>Linda Thompson</i> Linda Thompson Deputy Chief Executive Officer Linda.Thompson@metrocareservices.org</p>	

Quality Management Priority Metrics

January 2011

Pursue operational excellence

1. Indicator: Stay on budget MRA

YTD budgeted net income: \$327K

Actual: \$ 210K

Plan: Medicaid card and earned general revenue services were significantly below plan.
Performance improvement plans are in place for MRA staff.

2. Indicator: Internal medical records audits scores > 90%

Weekly average this month: MH – 87% DDP – 92% MRA – 79%

Plan: QI Specialist are working with Team Leaders and Clinical Managers to assure they understand review criteria.

Pursue excellent and demonstrable clinical outcomes

3. Indicator: EDU appointment available within 5 working days

Goal: 5 day average from contact to appointment

This month: 9 days average

Plan: Continue efforts to secure a contract psychologist to increase number of evaluation slots available each week.

4. Indicator: “Overall” consumer satisfaction rate > 4.0

Most recent quarter (1st): MH: 4.11 +/- 0.04 DD: 4.54 +/- 0.06 MRA: 4.40 +/- 0.06

5. Indicator: Consistent progress toward JCAHO accreditation

Progress: 61% of standards completed to date

Critical Incidents

6. Confirmed Class I Abuse/Neglect Incidents

Goal: 0
Actual: 0

7. Confirmed Abuse/Neglect

Goal: 0
Actual: 0

8. Confirmed Complaints

Goal: 0
Actual: 12

Plan: The complaints involved 1) the failure to document actions taken in response to recommendations made by the physician; and 2) a scoring error on the TRAG regarding chemical dependency issues.

9. Deaths- MH Consumers

Goal: NA
Actual: 11

10. Deaths- DD Consumers

Goal: NA
Actual: 1

MEETING ADJOURNMENT