

System Updates
Monday, November 8, 2010
Administrative Office - Europa Center

1. AQIC First Quarter Report

- a. Lynne Hamlet presented the AQIC Quarterly Report to the Board, staff and community members in attendance.
 1. Incident review
 - i. A review of the annual report for FY 09-10 revealed an upward trend of confidentiality violations among OPC employees. While none of the violations were intentional, OPC implemented several strategies to minimize the occurrence of these types of incidents and reverse the trend. A written reminder, containing numerous recommendations, was sent to all staff, and all staff received updated confidentiality training. Additionally, staff were given information and instructed in methods of encryption by OPC Information Technology staff.
 - ii. One hundred percent of OPC's providers submitted their quarterly incident reports during the first quarter.
 2. Client Rights
 - i. The committee reviewed updated information on provider Client Rights Committees gathered from a revised survey, which was completed by 41 providers. They then offered recommendations to 16 providers regarding composition of their committees, the frequency of their meetings, and/or the types of data their committees reviewed.
 3. Complaints
 - i. Seven complaints were received by OPC's Customer Service during the first quarter. No obvious trends were identified during the quarter, however the trend of complaints involving psychiatric services continues. Ms. Hamlet indicated that this trend would be brought to the attention of the CABHA medical directors at their upcoming meeting.
 4. The OPC Monitoring team completed 29 monitoring events involving 21 different agencies.
 5. Training
 - i. Three trainings were held on OPC's new business system.
 - ii. Eleven other trainings were held for the provider community, including the first three parts of a new Cultural Competency four-part training.
 6. Progress Indicators
 - i. OPC met or exceeded the performance standard on 18 of 21 indicators (86%) for the 4th Quarter of FY 10-11.
 - a. OPC's penetration rate for adolescent substance abuse was the highest in the state.
 - b. All hospital measures were up in this quarter after the inexplicable drop noted in the 3rd quarter report. Measures of timely follow-up for individuals discharged from Alcohol and Drug Abuse Treatment Center (ADATC) and state psychiatric

hospitals are at their highest levels, although there is some concern about the accuracy of the data.

7. Performance Contract – 4th Quarter FY 10-11

- i. Thanks to the hard work of staff in the Care Management Department OPC has a 99% compliance rate with NC-SNAP.
- ii. While OPC did not meet the standard for NC-TOPPS timeliness compliance, OPC's rate continues to rise and was the 4th highest in the state.

8. Guardianship

- i. Two wards have been placed with providers far out of OPC's region. The Guardianship Coordinator continues to monitor and correspond with those wards and providers.
- b. For a more detailed report please see pages 7-28 of the OPC November 2010 Board Packet.

2. Critical Access Behavioral Health Agencies (CABHAs)

- a. Ms. Hamlet shared information on the status of CABHAs across the state. Currently there are 96 CABHA-certified providers. There is one county that has no CABHA, one county with one CABHA, 24 counties with 2-5 CABHAs, 35 counties with 6-10 CABHAs, and 33 counties with more than 11 CABHAs. Orange County has 15 CABHAS, Person has 10 and Chatham has 12.

All providers interested in becoming CABHA certified must have passed a desk review by September 30, 2010. Providers who did not pass the desk review by that time were required to submit transition plans for their consumers. OPC was expecting transition plans from 21 providers. Eighteen plans have been received, and of those, nine have been approved.

The next benchmark for CABHA providers is completion of an interview and site visit by 10/31/2010. OPC does not yet have the list of providers who did not meet this benchmark. Management Team will continue to update the Board as information is available.

**Minutes of the OPC Area Board
Monday, November 8, 2010
Administrative Office - Europa Center**

BOARD MEMBERS PRESENT

Commissioner Bernadette Pelissier, Commissioner Jimmy Clayton, Lynn Ikenberry, Amanda Blanks, Sue Schwartz, Rachel Winstead, Heather Nash, Mary Cay Corr, Mike Rosenthal, Carol Mitchell

BOARD MEMBERS ABSENT

Commissioner Vanderbeck, Richard Edwards, Bill Gentry, John Stewart, George Greger-Holt

STAFF PRESENT

Judy Truitt, Dave Jenny, Lynne Hamlet, Donna Prather, Ivy Williams, Debra Farrington, Tom Velivil, Cim Brailer, Janine Reda

GUESTS PRESENT

Gwen Harvey, Orange County Assistant Manager
Yvonne French, DMH/DD/SAS LME Liaison
LeAnn Brown, OPC's Attorney

CALL TO ORDER

OPC Board Vice-Chair Dr. Lynn Ikenberry, M.D. called the Board meeting to order at 7:14 p.m.

CALL FOR PUBLIC COMMENT

Dr. Ikenberry opened the floor for public comment. There were no comments.

READING OF THE MINUTES

Sue Schwartz motioned to approve the October 2010 minutes of the OPC Board meeting. Commissioner Bernadette Pelissier seconded the motion. The motion carried with Board members voting in favor and none opposing.

REPORT OF THE CHAIRPERSON

Dr. Ikenberry deferred his time to Judy Truitt.

AREA DIRECTOR'S REPORT

1. Alamance-Caswell Update

- a. Ms. Truitt updated Board members as to the status of negotiations with Alamance Caswell. Ms. Truitt indicated that she and LeAnn Brown had been invited to participate in a meeting with the Alamance and Caswell County Managers, County Attorneys, and the LME Interim Director and Attorney on November 15, 2010. It was acknowledged that OPC's formal letter of intent had expired on October 31, 2010. Board members indicated that they were not interested in extending or re-issuing the letter of intent, but agreed that we should attend the meeting to ascertain Alamance and Caswell's interest in moving forward with the process. Commissioner Pelissier moved that OPC staff would participate in the meeting. Dr. Rachel Winstead seconded. The motion carried with all Board members voting in favor and none opposing.

2. Budget Planning Process:

- a. Ms. Truitt reported that the DHHS Secretary and DMH Director have requested that LMEs start budget planning for SFY11-12, with anticipated reductions from 5% to 25%. OPC's Utilization Management Committee has started a comprehensive planning process that will be finalized in early January in time for the annual Board retreat.

3. OPC Staff Benefits Package

- a. Ivy Williams, HR Director, presented preliminary information regarding recommendations on the staff benefit packages for calendar year 2011. Ms. Williams reported that we have not yet received the additional quotes from our broker and are not prepared to make a final recommendation to the Board regarding the overall plan. Unfortunately if we wait until the December 13th Board meeting, the HR department will not have adequate time to distribute information, respond to staff questions, and get enrollment information processed. Board members requested that the information be sent to them when available and it was agreed that we would do a conference call for discussion purposes. If a quorum was not present on the conference call, the Board agreed to vote on the employee benefit package via email.

4. Freedom House Recovery Center

- a. Mr. Edwards and Mr. Stewart reported that Freedom House has sent a letter regarding problems with their billing.
- b. Ms. Truitt updated the Board on what is happening with implementation of the new business system and what OPC is doing to be responsive to current issues. We continue to hold provider trainings each month; have set up work groups to track and process denials; and are advancing funds to providers that are impacted by systemic problems.

FINANCE OFFICER'S REPORT

Dave Jenny presented the Financial Activity Report:

- Work continues on de-bugging Cardinal Innovations. Progress is slowing because systemic issues have been identified and staff are now working with individual providers and/or claims. An interdepartmental workgroup was formed to divide problems types and bring more resources to bear on resolving issues.
- The lease for the new TASC offices has been signed and the office refurbishment by the landlord is almost complete. TROSA has been retained to move the furniture and equipment on Monday, November 1st.
- The Mineral Springs house was inspected by Facility Services and requires corrective action. Two windows do not open, which would prevent emergency exit from the house. Also water seeping into the basement has been a recurring problem that needs a permanent fix. OPC accepted a quote of \$4,715 to replace the windows, install new downspouts, and trenching and piping to drain rain water to the creek behind the property.
- Cash outstanding from the state is presently \$906K. This is getting larger as the billings increase. Typically OPC is receiving cash from the state during the first week of the month.

Mary Cay Corr motioned to approve the Finance Report and Ms. Schwartz seconded. The motion carried with all Board members voting in favor and no one opposing.

COMMITTEE REPORTS

Finance Committee:

The Finance committee had no further information beyond Mr. Jenny's report.

Human Resources Committee:

The HR Committee is currently meeting on an as-needed basis.

Client Rights Committee (CRC):

Amanda Blanks reported that the CRC did not meet in the month of November; their next meeting is December 7, 2010.

Consumer & Family Advisory Committee (CFAC):

Heather Nash shared the events of the October CFAC meeting. The group discussed the grant application for a peer support specialist; the application is due November 15, 2010. CFAC has created a Facebook page informing people about the group and when they meet. CFAC next meets on November 18, 2010 at 6 p.m.

OLD BUSINESS:

Property Update

- a. Dr. Ikenberry reported that the Property Workgroup met and reviewed the Club Nova proposal. Discussion included the possibility of a deed restriction on the property to assure that it would remain in the mental health system. The Property Workgroup next meets on November 30, 2010.

NEW BUSINESS:

There was no new business at this time.

Board Meeting:

The next OPC Board meeting is scheduled for December 13, 2010. It is imperative that the Board have a quorum for the December meeting as the Financial Audit will be presented. The Finance Committee will begin at 6 p.m. The Finance Committee will disband at 6:30 p.m., the System Updates conversation will be from 6:30 p.m. to 7:15 p.m., and the Board will officially convene at 7:15 p.m.

Adjournment:

Ms. Schwartz motioned to adjourn the OPC Board meeting and Ms. Blanks seconded. The motion carried with all Board members voting in favor and no one opposing. The meeting adjourned at 8:34 p.m.

Respectfully submitted,

Amanda Blanks
Secretary