

Area Program / LME Local Business Plan: Quarterly Reports

Area Program(s) / County Program	Blue Ridge/Rutherford-Polk/Trend
Area Program Director(s) Name	Lawrence Thompson Anne-Marie Lester/Jennifer Fowler
LBP Contact Person	Dan Gerber/Kris Booker
DMH LME Team Liaison	Christina Carter
Submission Date / Qtr	July 2003

Summary Of Quarterly Reports: As stated in Communication Bulletin #2, Local Business Plan Submission and LME Certification, each Area Program / LME is required to provide quarterly updates. The Area Program / LME can choose to use the matrix format as identified in Communication bulletin #2, if using the matrix format for LMP submission or can use the narrative format. At the end of each fiscal year, the Area Program / LME should review / revise and update the three year strategic plan base upon outcomes achieved for the past year and new goals established. The Area Program / LME should always be working toward FULL implementation of the LBP, developing into an LME, and implementing the Communication Bulletin(s) released for the past year. Quarterly reports need to be submitted no later than 30 days after the end of the quarter.

Instructions: For each chapter of the LBP, provide a narrative summary detailing actions completed and barriers toward implementation of the LBP for the past quarter. As Communication Bulletins are released, the Area Program will complete the section identified for the Communication Bulletins on the quarterly report, indicating a plan for implementation and update quarterly until the Communication Bulletin is added into the annual 3-year strategic plan for purposes of Implementation. The Comment Section is intended to provide the Area Program/LME the opportunity to address any concerns, barriers, technical assistance needs, support needs, or suggestions for the Division that will further support the Area Program's work towards implementation of becoming an LME.

I. Planning

Narrative:

- The Local Business Planning Group and subcommittees met through May with the task of completing the plan. With the submission of the May draft the group was discontinued and replaced with the Transition Team. All County Commissions were convened between April and May to review the draft of the plan and submit a

resolution accepting the document.

- A Transition Team began in June and is meeting weekly to determine the tasks needed to complete elements of the strategic plan. The team is currently outlining a timeline for all critical tasks within each of the areas of the business plan.
- County Managers continue to meet at least monthly to discuss planning issues. (See Governance and Administration.)
- The Blue Ridge Center website has been redesigned to facilitate sharing of planning information. Questions can be submitted and meetings and minutes posted. The May submission of the LBP was posted to the website.
- Regular communication with the State staff and LME Team members continues in an effort to answer questions related to areas of concern.
- Contracted with Chris Thompson to consult on the planning process and began with two day think tank in June. Follow up sessions will be convened to assess progress.

I. a. CFAC Involvement (AP to discuss CFAC work, involvement, and issues identified for the past quarter.)

Narrative:

- CFAC members met weekly up until the time of LBP submission to review items and develop their report. A report was submitted for the LBP in May. At the same time a Minority Report was submitted. Both items were forwarded to Christina Carter, LME tech assistant, for inclusion in the LBP. A response to the items in the CFAC Report has also been developed. **(See attached CFAC Report Response; Critical Needs Update)**
- Staff support to CFAC changed in June. Turnover in committee membership requires the staff liaison to continue to do outreach and encourage active participation of representatives of all areas.
- Members were provided with a presentation of the latest Access to Services information. Discussion and feedback followed.
- Members were provided with a presentation of the Quality Management draft with attention to the proposed Quality Improvement Plan. Discussion and feedback followed.
- Minutes of CFAC meetings are posted on the website.

II. Governance, Management, and Administration

Narrative:

- County Managers and Area Program representatives continue to meet monthly to discuss issues of governance. At this time questions still remain regarding the proposed structure of the LME Board. A retreat is planned in August to allow for County Managers to work in-depth on these matters.
- A draft organizational chart was reviewed and discussed with County Managers. Draft descriptions for key positions have been developed and the recruitment process is currently underway. **(See attached draft organizational chart and job descriptions)**

III. Qualified Provider Network Development

Narrative:

- Interest surveys continue to be collected and reports of responses updated. The provider database has been developed to retrieve mailing lists and other reports as needed. **(See attached report of Provider survey responses.)**
- Divestiture plans are underway with an initial focus on those services for which an RFP process is appropriate. Informational sessions are planned and mailings are underway to continue the process for potential contract providers. **(See Attached Divestiture timelines for both Rutherford-Polk and Blue Ridge)**
- Provider information is being posted to the website. The current provider interest survey can now be completed and submitted online.

IV. Service Management

Narrative:

- Updates to items in the area of service management have been made with draft service definitions in mind. **(See Attached Service Management section update.)**

V. Access to Care

Narrative:

- Updates to the Access to Care component of the plan have been made with revised information and draft service definitions in mind. **(See attached Access to Care section.)**

- Discussions continue with Telecare regarding options for Crisis Stabilization and Inpatient bed availability.
- Discussions are beginning with local United Way (2-1-1) system to collaborate on front end telephone access.

VI. Service Monitoring and Oversight: Quality Management

Narrative:

- Further development of the processes for monitoring grievances/appeals, incident/accidents, client rights issues is underway.
- Questions regarding Medical Records Management have been forwarded to the State LME Team for resolution.
- Grievances and Appeals process has been revised. **(See Attached Grievance/Appeal Policy)**

VII. Evaluation

Narrative:

- A draft Quality Improvement Plan has been developed and reviewed by CFAC and County Managers groups. **(See attached QI Plan)**
- Pending definitions of data elements required by the State, planning groups have begun looking at best options for collecting key indicators and generating reports to support LME QI efforts.

VIII. Financial Management and Accountability

Narrative:

- Cost-modeling options are currently under consideration. We are still awaiting State determination of the LME funding model. The inflexibility of the fee-for-service system is causing considerable concern.
- Ongoing discussion of funding issues will continue with the County Managers and consultant Chris Thompson.

IX. Information Systems and Data Management

Narrative:

- Substantial progress has been made in the incorporation of Rutherford-Polk MIS information.
- Discussions are underway regarding options for connecting with the current Trend data management system.

- Discussion continues around the elements needed to allow for efficient and easy data collection from providers in the network. This includes potential items to be included in an electronic record.
- IS and data management issues will be a focus area for the transition team in coming months.

X. Collaboration

Narrative:

- Collaboration efforts continue on the Area Program level.
- A local group has developed to look at needs within the community following the Buncombe Vision process. They are current discussing what the level of need is in the area of Adult Mental Health.
- Children's Community Collaboratives continue to work within the current Area Programs.
- Both Buncombe and Yancey Counties have ongoing input from Mental Health Task forces within these counties.
- Buncombe Area Board Advisory Councils continue to review plans and provide input to the process.

Communication Bulletin #003 Management of State Plan Target and Non-Target Populations

Narrative:

- In coordination with IPRS, current clients at BRC have been assigned Target Populations as applicable. The process for adding, changing and updating target population data has been developed. These processes have been developed electronically as well as in hardcopy format. A similar process is underway for both Trend and Rutherford-Polk Area Programs.
- For clients not meeting target population definitions, individual transition plans have been or are being developed.
- Where questions arose regarding diagnostic groups not in the target populations, these have been forwarded to the State.

Communication Bulletin #004 Housing

Narrative:

- Discussions are underway regarding options for continuing efforts to provide needed housing as the current Area Programs transition to the LME. Current housing initiatives will be sub-contracted by the LME.

Communication Bulletin #005 Q&A for County Commissioners/Managers

Narrative:

- County Managers and representatives from eight county area continue to meet monthly to be informed regarding the process.

Communication Bulletin #006 Community Hospitals

Narrative:

- Communications with local hospitals regarding the planning process and options for care continues across counties.

Communication Bulletin #007 Best Practice - Adult Mental Health

Narrative:

- Adult Mental Health Best Practice guidelines being reviewed and incorporated into provider information.
- Clinical Guidelines available from consultant also being reviewed.
- Transition Team will consider how this could be monitored in the future LME.

Comment Section: (AP/LME to address any concerns, barriers, needs for technical assistance, support required, or suggestions for the Division that will further support AP's work towards implementation of becoming a full LME.)

Narrative:

- As we move through the planning process we have identified areas which require more information in order to effectively plan for the start up of a Phase II LME. We require the following to continue to move ahead:

A final decision regarding how case management is to be defined and managed.
A variety of Division issues resolved regarding closeout of Area Programs.
Full access to cost-modeling information
Constructive alternatives to generate resources to support psychiatric services.
A decision regarding how 16-bed freestanding inpatient units can be licensed and reimbursed.

Area Program Director Signature:	Signature Lawrence E. Thompson III
Date:	Date Submitted 7/30/2003 hard copy to follow