



PLANNING & OPERATIONS COMMITTEE MEETING

To improve the lives of people affected by behavioral health and developmental and/or intellectual challenges.

DATE: Thursday, February 15, 2018
TIME: 5:30 PM
PLACE: 1430 Collier Street – Board Room, Austin, Texas 78704

AGENDA

- I. Citizens' Comments** (Presentations are limited to 3 minutes)
- II. Approval of Minutes from January 18, 2018 Planning & Operations Meeting** (pgs. 2-3)
- III. Joint Commission Accreditation Survey for Behavioral Health (Goal 2)** (Lynch, pgs. 5-11)
- IV. Recommendation to Approve the Draft Consolidated Local Service Area Plan (CLSP) FY 2018-2019 (Goal 2)** (Lynch, pgs. 12-18)
- V. Discussion Item: Chief Operations Officer Report – (Goal 2 &3)** (Handley, pgs. 18-19)
 - Clinical Service Delivery
 - Program Support
- VI. New Business**
 - Identify Consent/Non-Consent Agenda Items
- VII. Citizens' Comments**

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Note: The full packet is available on Integral Care's webpage at: <http://integralcare.org/agendas-minutes/> (Under the heading "Planning & Operations Committee") Finance Committee packets will not be available to staff/public at the meeting. Only Agendas will be available.



PLANNING & OPERATIONS COMMITTEE MINUTES

DATE: Thursday, January 18, 2017
TIME: 5:30 PM
PLACE: 1430 Collier Street – Board Room
Austin, TX 78704

MEMBERS PRESENT: Dr. Guadalupe Zamora, Luanne Southern

MEMBERS ABSENT: Sarah Churchill Llamas

OTHER BOARD MEMBERS PRESENT: None

Integral Care staff were present

The Acting Chair, Guadalupe Zamora, called the meeting to order at 5:33 p.m.

CITIZENS' COMMENTS

None.

APPROVAL OF MINUTES

The minutes of the December 7, 2017 meeting stand approved as submitted.

RECOMMENDATION TO APPROVE TITLE VI PLAN (GOAL 2) David Weden gave overview of Title VI plan which is a plan committed to assisting individuals with their transportation needs. Discussion ensued. Luanne Southern called for a motion to recommend to the Board the approval of proposed recommendation. Dr. Zamora second. All in favor. Motion carried. *This item will be added to the consent agenda.*

RECOMMENDATION TO APPROVE QUALITY MANAGEMENT PROGRAM PLAN (GOAL 2) Dr. James Baker gave a brief overview of the Quality Management Plan. Discussion ensued. Luanne Southern called for a motion to recommend to the Board the approval of proposed recommendation. Dr. Zamora second. All in favor. Motion carried. *This item will be added to the consent agenda.*

RECOMMENDATION TO APPROVE CONTRACT FOR MEDICAL AND PHARMACEUTICAL WASTE MANAGEMENT (GOAL 2) Dr. Craig Franke gave background information on the Request for Proposal and Stericycle, Inc. Dr Franke spoke about the review process and how Stericycle was chosen. Discussion ensued. Luanne Southern called for a motion to recommend to the Board the approval of proposed recommendation. Dr. Zamora second. All in favor. Motion carried. *This item will be added to the consent agenda.*

INFORMATION ITEM: P&O DASHBOARD Dr. James Baker gave extensive overview of Dashboard data focusing on the data for Planning and Operations. Discussion ensued.

INFORMATION ITEM: AUTHORITY REPORT: HHSC PERFORMANCE MEASURES FOR FY 20107 Melody Moscal gave overview of HHSC Performance measures and spoke to the Board about the 12 measures required. We met them all. Discussion ensued.

DISCUSSION ITEM: CHIEF OPERATIONS OFFICER (COO) REPORT

Dawn Handley provided the Committee with a brief verbal report regarding clinical service delivery and program support. Discussion ensued. *This item will be added to the non-consent agenda.*

NEW BUSINESS

The items listed below were decided for Consent/Non-Consent Agenda:

Consent:

Recommendation to Approve Title VI Plan (Goal 2)

Recommendation to Approve Quality Management Program Plan (Goal 2)

Recommendation to Approve Contract for Medical and Pharmaceutical Waste Management (Goal 2)

Non-Consent:

Chief Operations Officer (COO) Report (Handley)

CITIZENS' COMMENTS

None.

ADJOURNED

The meeting adjourned at 6:20 p.m.

Guadalupe Zamora

Kendra Green, Recording Secretary

Date



Board of Trustees

Planning and Operations Committee

February 15, 2018



I. Citizens' Comments



II. Approval of Minutes from January 18, 2018 Planning & Operations Meeting



III. Joint Commission Accreditation Survey for Behavioral Health (Goal 2)

Louise Lynch, MSSW, LMSW-AP, CHC
Provider Network Authority Officer



Integral Care's Survey Experience

Narcotic Treatment Program (accredited since 2009)

January 12, 2018—January 18, 2018

Integral Care (accredited since 2012)

January 17, 2018—January 19, 2018



Integral Care's Survey Experience

- The reviewers conducted the survey using tracers and the SAFER™ Matrix
- The Reviewers praised Integral Care Staff's compassion for clients and knowledge of their roles
- JC Steering Committee met to begin working on plans of improvement
- Evidence of Standards compliance is due on March 23, 2018



JC SAFER™ Matrix for Narcotic Treatment Program

**The Joint Commission
SAFER™ Matrix**
Program: Behavioral Health

Likelihood to harm a Patient / Visitor / Staff	ITL			
	High			
	Moderate	EC 02 01 01 EP 1 EC 02 03 03 EP 3 EM 01 01 01 EP 2 MM 03 01 01 EP 7		
	Low	CTS 03 01 03 EP 1 EC 02 03 03 EP 3 HRM 01 02 01 EP 3 HRM 01 02 01 EP 3 IC 02 02 01 EP 1	CTS 03 01 03 EP 3 CTS 03 01 03 EP 4 CTS 04 03 01 EP 2 EC 02 03 03 EP 2 EC 02 03 01 EP 2 EC 04 01 01 EP 10 IC 01 03 01 EP 1 NPSG 15 01 01 EP 1 IC 01 03 01 EP 3 WT 03 01 01 EP 5	
		Limited	Pattern Scope	Widespread

Organization Identification Number: 300765

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Final Report: Posted 1/19/2018



JC SAFER™ Matrix for Integral Care

**The Joint Commission
SAFER™ Matrix**
Program: Behavioral Health

Likelihood to harm a Patient / Visitor / Staff	ITL			
	High			
	Moderate	CTS 03 01 03 EP 1 EC 02 01 01 EP 1 WT 03 01 01 EP 5	CTS 03 01 03 EP 3 CTS 03 01 03 EP 4 CTS 04 03 01 EP 2 EC 02 03 03 EP 1 NPSG 15 01 01 EP 1	HRM 01 06 01 EP 1 HRM 01 06 01 EP 3 IC 01 03 01 EP 1 IC 01 03 01 EP 3 IC 01 04 01 EP 1 LS 02 01 35 EP 3
	Low	APR 01 03 01 EP 1 EC 04 01 01 EP 10 IC 03 01 01 EP 1 MM 03 01 01 EP 2		PL 01 01 01 EP 16
		Limited	Pattern Scope	Widespread

Organization Identification Number: 504845

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Final Report: Posted 1/22/2018



Integral Care JC Results for NTP

Care and Treatment Services

- Plan of care, treatment, or services reflect assessed needs
- Treatment Plans updated
- Use of standardized tool to monitor client progress



Integral Care JC Results for NTP

Environment of Care

- Performs fire alarm test every 12 months
- Performs functional test of emergency lighting systems, battery tests and exit signs
- Process of identifying potential emergencies (hazard vulnerability analysis)
- Evaluates the environment of care management plans



Integral Care JC Results for NTP

Human Resources Management

- Staff orientation and development of an individualized annual training plan for each staff member

Infection Control

- Identification of health risk ,implementation of infection prevention and control activities, and evaluating infection prevention and control plan annually



Integral Care JC Results for Integral Care

Accreditation Participation Requirements

- 24 hour care status of Safe haven not reflected

Performance Improvement

- Clients asked about treatment goals/needs

Care and Treatment Services

- ❖ Plan of care, treatment, or services reflect assessed needs
- ❖ Treatment Plans are updated and objectives measurable
- Food is prepared and kept under proper temperature



Integral Care JC Results for Integral Care

Environment of Care

- ❖ Process of identifying potential emergencies (hazard vulnerability analysis)
- Conducts fire drills once per shift per quarter
- ❖ Evaluates the environment of care management plans



Integral Care JC Results for Integral Care

Human Resources Management

- Organization defines competencies for each position and staff are assessed for those competencies

Infection Control

- ❖ Identification of health risk ,implementation of infection prevention and control activities, and evaluating infection prevention and control plan annually

Life Safety

- Sprinkler heads are not damaged



Integral Care JC Results for Integral Care

Medication Management

- ❖ Labels stored medication

National Patient Safety Guidelines

- ❖ Conduct suicide risk assessment

Record of Care

- Documentation

Waived Testing

- ❖ Competency assessment



Questions/Comments?



IV. Recommendation to Approve the Draft
Consolidated Local Service Area Plan (CLSP)
FY 2018-2019
(Goal 3)

Louise Lynch, MSSW, LMSW-AP, CHC
Provider Network Authority Officer



**Authority Focus: Draft Consolidated Local
Service Plan (CLSP) FY 2018-2019 (Goal 3)**

Louise F. Lynch, MSSW, LMSW-AP, CHC



Local Mental Health Authorities Responsibilities

- Required to submit two planning documents: Consolidated Local Service Plan (CLSP) and the Local Provider Network Plan (LPND) practice
- The CLSP is a formal document that communicates service priorities and plans to various stakeholders
- It describes the local service system and response to crisis situations and diverting individuals from higher levels of care



PNAC Recommendation

- The Planning and Network Advisory Committee reviewed the Draft Consolidated Local Service Plan (CLSP) at the January and February meetings.
- At the PNAC meeting in February, the PNAC approved the posting of the draft CLSP for public comment.
- On February 8, 2018, the PNAC recommended that the Board of Trustees approve the draft CLSP.



Local Mental Health Authorities Responsibilities

- Integral Care is seeking public comment on the draft of the Consolidated Local Service Plan (CLSP) from January 22, 2018 through February 16, 2018. The CLSP is a formal document that addresses service priorities and plans developed through input from various planning groups and stakeholders throughout the Travis County community.
- The plan was reviewed by the Consumer Council on January 30, 2018.



Consolidated Local Service Plan Changes for FY 2018-2019 plan

- Updates Integral Care description, demographics, budget, Board of Trustees changes, purpose, focus and functions
- Includes program location changes and describes new services:
 - Herman Center
 - Families with Voices
 - Community First Choice (CFC) (IDD)
 - Pre-admission, Screening and Resident Review (PASRR) services



Consolidated Local Service Plan Changes for FY 2018-2019 plan

- HUB Learning
- RA1SE
- Community –based Support Team (IDD)
- Forensic Assertive Treatment Team (FACT)



Community Participation in Planning

- Community Health Assessment with City of Austin
- Integral Care forums for public safety, children’s mental health and IDD PASRR services
- Summit on the state of crisis services for children and youth
- Planning meeting responsive to SB 292 legislation
- ASH Re-design
- Mulva Neurosciences Institute/Dell Medical School collaborative care
- Multiple planning meeting concerning individuals experiencing homelessness



Seamless Integration of emergent psychiatric, substance use, and physical healthcare

- CommUnity Care and Integral Care partnership since February 2011
- Mulva Neurosciences Institute engaged with Integral Care in collaborative care for women's health, orthopedic, mental health
- Community Care Collaborative and Integral Care addressing opioid crisis through medication assisted treatment (MAT) pilot



Plans, Priorities, System Development

- Expansion of services in unincorporated parts of Travis County
- Strengthen crisis system for children and youth in Travis County
- Enhance intercept model to focus on jail diversions at booking
- If awarded, use funds from SB 292 to expand FACT services to reduce frequency of arrest
- If awarded, use funds from HB 13 planning to expand school based mental health services



Plans, Priorities, System Development

- Housing First Oak Springs will serve 25 veterans
- Expansion of FACT
- Adopt Collaborative Care Team Model
- Expansion of services to Community First Village, Colony Park and Del Valle



Plans, Priorities, System Development

- Evaluate and pursue HHSC designation as a Local Behavioral Health Authority
- End homelessness by focusing on housing
- Sustainability of 1115c waiver services
- Educate and increase awareness of impact of substance use disorders
- Full implementation of certified community behavioral health clinic



Questions/Comments?



V. Discussion Item:
Chief Operations Officer Report
(Goal 2 & 3)

Dawn Handley, Chief Operations Officer



Discussion



VI. New Business



VII. Citizens' Comments

