

TEAM CHARTER

TEAM NAME: Customer Services Committee
TEAM LEADER: Chairperson
ADOPTED: 03-17-14 (Operations Council)
LAST REVIEWED: 12-13-20 (Customer Service Committee)
LAST APPROVED: 02-22-2021 (Operations Council)

This charter will constitute the structure, operation, membership and responsibilities of the Customer Services Committee.

Purpose of the Customer Service Committee: This body was formed to draft the Consumer Handbook and to develop policies related to the handbook, the Regional Consumer Advisory Council (RCAC), and Customer Services. The Customer Services Committee (CSC) will continue as a standing committee to assure the handbook is maintained in a compliant format, and to support development and implementation of monitoring strategies to assure regional compliance with CS standards. This committee will be supported by the Director of Compliance, Quality and Customer Service and will report through the Quality Improvement Council (QIC).

Responsibilities and Duties: The responsibilities and duties of the CSC will include:

1. Advising the Director of Compliance, Quality and Customer Service and assisting with the development, implementation and compliance of the Customer Services standards as defined in the MDHHS contract and 42 CFR including the Balanced Budget Act Requirements;
2. Reviewing and providing input regarding MSHN Customer Services policies and procedures;
3. Reviewing, facilitating revisions, publication, and distribution of the Consumer Handbook;
4. Facilitating the development and distribution of regional Customer Services information materials;
5. Ensuring local-level adherence with MSHN regional Customer Services policies through implementation of monitoring strategies;
6. Reviewing aggregate grievance, appeals, second opinions and recipient rights reports;
7. Reviewing audit results from EQR and MDHHS site reviews and assisting in the development and oversight of corrective action plans regarding Customer Services;
8. Participating, as needed, in MSHN's Delegated Managed Care Review process;
9. Assisting in the formation and support of the RCAC, as needed; and
10. Individual members serving as ex-officio member to the RCAC.

Decision-Making Context and Scope

General Decision-Making Process: Consensus shall be the primary mode of decision-making and efforts shall be made to extend dialogue and gather information toward consensus to the extent possible.

Should consensus not be achieved, any member of the CSC may call for a vote of the members. A vote of the body is not binding, rather it is used to further inform as to the strength of the member's position on the subject. Any decision made subsequent to a vote of the CSC, including any items referred to the MSHN Quality Improvement Council (QIC), shall reflect both the majority and minority opinions on that matter. The Director of Compliance, Quality and Customer Service shall inform the MSHN CEO and/or QIC members of the final decision/recommendation before further action is taken.

Defined Goals, Monitoring, Reporting and Accountability

The CSC shall establish metrics and monitoring criteria to evaluate progress on the following primary goals:

- Customer Service Handbook completion, updates and SUD incorporation;
- Regional Customer Service policy development;
- Tracking and reporting Customer Service information; and
- Compliance with Customer Service Standards.

Additionally, the CSC seeks to assess and achieve the following secondary goals:

- Retained function contracts achieved defined results;
- Collaborative relationships are retained;
- Reporting progress through QIC;
- Regional collaboration regarding customer service expectations and outcomes;
- Efficiencies are realized through standardization and performance improvement; and
- Benefits are realized through our collective strength.

Membership

1. CMHSP designees become members of the Customer Services Committee through appointment by their respective CEOs/Executive Directors.
2. Membership shall be representative of the MSHN Region with each CMHSP having one vote.
3. Consumer Representative(s) will be appointed through a MSHN facilitated application process.
4. Alternates may attend and speak with the power granted by their appointed CMHSP member.
5. Others in attendance are by invitation (not regularly attending), should have a clearly defined purpose for attendance, are not intended to offer commentary on other agenda topics, and shall be excused when they have completed their purpose for meeting attendance. Subject matter expert (SME) may be invited by the CSC for a specific agenda topic and shall only participate during the related topic.

Roles and Responsibilities

1. Chairperson – Prepares the agenda, runs the meeting and maintains order. The chairperson will be the MSHN Liaison to the Committee.
2. Recorder –The recorder captures discussions, problem solving and planning of the committee in an unbiased manner and prepares minutes following each meeting.
3. Member – An appointed participant of the committee selected based on content, process, expertise, interest, or customer/supplier representation.
4. Consumer Representative – Primary and/or secondary consumer(s) representing adults with mental illness, adults with developmental challenges, adults with a substance use disorder, parents/guardians of a child/children with mental illness, and/or parents/guardians of a child/children with developmental challenges., to be appointed through an application process.
5. Subject Matter Experts – Individuals that may participate in a committee meeting for the purpose of providing information, consultation, etc. Participation as a subject matter expert does not constitute authority to participate in decision-making. Subject matter experts should typically leave once their expressed purpose is complete.

Member Conduct/Ground Rules: Members of the MSHN CSC seek a meeting culture that is professional, productive, and comfortable. To that end, the following ground rules have been adopted:

1. Respect of others
 - Only one person speaks at a time; no one will interrupt while someone is speaking.
 - Each person expresses his or her own view, rather than speaking for others at the table or attributing motives to them.
 - No sidebars or end-runs.
 - Members will avoid grandstanding (i.e., extended comments/speaking), so that everyone has a fair chance to speak.
 - No personal attacks. "Challenge ideas, not people."
 - Everybody will seek to focus on the merits of what is being said, making a good faith effort to understand the concerns of others. Questions of clarification are encouraged. Disparaging comments are not tolerated.
 - Each person will seek to identify options or proposals that represent shared interests, without minimizing legitimate disagreements. Each person will do their best to take account of the interests of the group as a whole.
2. Meeting Efficiency
 - The agenda and related materials will be distributed in advance of the meeting.
 - Members will be prepared for the agenda content and will have completed related assignments on time.
 - Everybody will agree to make a strong effort to stay on track with the agenda and to move the deliberations forward.
 - Members will share equally in the work of the body.
3. Decision-Making
 - Members will be respectful of the defined decision-making protocol and support decisions made of the body even when presenting a minority view.
 - Each person will reserve the right to disagree with any proposal and will accept responsibility for offering alternatives that accommodates their interests and the interests of others.
 - Everybody will follow the "no surprises" rule. Concerns should be voiced when they arise, not later in the deliberations.

Meetings

1. Regular Meetings – Meetings will occur no less than quarterly.
2. Special Meetings – Special meetings will occur as determined by the consensus of the group, and as business of the body necessitates.
3. Attendance at Meetings - Members will regularly attend or send a designee who is prepared to act on behalf of the appointed member.
4. Agenda - The Agenda will be prepared by the chairperson and will be distributed in advance of the meeting with related attachments. To the extent possible, the agenda will clarify the context and timing of a discussion to support the need for SMEs or in determining an alternate for meeting attendance.
5. Minutes of Proceedings - The recorder will prepare a meeting summary that reflects key decisions and required actions to occur subsequent to the meeting. The required actions will specify what, who, and by when. A MSHN representative will be responsible for the completion of the minutes.

Customer Services Committee Annual Evaluation Process

1. Past Year's Accomplishments
2. Upcoming Goals

Sources:

MSHN Customer Service Policy – Customer Handbook

MSHN Customer Service Policy – Customer Service

MSHN Customer Service Policy – Regional Consumer Advisory Council