

Meeting Date: January 30, 2023

MSHN/CMHSP Representatives:

In-Person: Online Only

Via Zoom: M. Prusi (BABH/HBH/TBHS), E. Shaffer (CMHCM), S. Zin (CEI), J. Scutt (CEI), A. Bond (GIHN), C. Coxon (LifeWays), M. Leach (MCN), A. Fletcher (NCMH), T. Ninemire (SCCMHA), K. Patterson (SCCMHA), A. Andrykovich (SHW), J. Morgan (The Right Door), and D. Dedloff (MSHN)

KEY DISCUSSION TOPICS

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| <ul style="list-style-type: none"> • Welcome and Introductions • Review and approve the November 21, 2022 meeting snapshot <ul style="list-style-type: none"> ○ Review follow-up action items • Review and approve the current agenda • MSHN 2024/2025 Strategic Planning • MSHN CSC Council/Committee Survey Results • FY23 Consumer Handbook – <ul style="list-style-type: none"> ○ Spanish Language Vendor Selection • Customer Service Reports <ul style="list-style-type: none"> ○ FY22 MDHHS Appeal & Grievance Reporting • MSHN Network Adequacy Assessment: Customer Service | <ul style="list-style-type: none"> • FY22 HSAG Compliance Review Corrective Action Plan (CAP) Review • Member Suggested Topics: <ul style="list-style-type: none"> ○ None • Standardization of Educational Material/ Brochures/ Forms Across the Region <ul style="list-style-type: none"> ○ None • Open Discussion • Future Agenda Items • Updates • Next Meeting |
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• KEY DECISIONS

- Welcome and Introductions
- The Customer Service Committee (CSC) members approved the November 21, 2022 meeting snapshot.
 - Review follow-up action items – None
- The current agenda was reviewed and approved as written.
- The chairperson led a discussion in preparation for developing the Mid-State Health Network (MSHN) 2024/2025 Strategic Plan. Strengths, weaknesses, opportunities, threats, and assumptions were discussed for MSHN as an organization and a region. The feedback will be incorporated into the draft 2024/2025 Strategic Plan.
- The results from the 2022 MSHN Council/Committee Survey for the CSC. Members discussed the results and provided feedback on the need to be more decisive with group decisions. The survey results were positive and show members feel the CSC is going well.
- The received bids for the FY23 Guide to Services Handbook Spanish language translation project were reviewed. Bids ranged from \$13,263 to \$2,946. Trusted Translations has completed the project for the last few years and provided a bid of \$4,375, but Tomedes Global Services provided a lower bid of \$2,946. Members discussed the bids and selected Tomedes Global Services but requested the chairperson to double-check with the company to ensure their product would be the same quality translation as what has been received through Trusted Translations.
- Customer Service Reports
 - The MDHHS Appeal & Grievance data reporting for FY22 was reviewed. Members discussed the results but did not identify any significant trends which required intervention. The quarterly MDHHS Appeal and Grievance data will continue to be reviewed during the CSC to identify trends and areas for intervention.
- Members continued to discuss the Network Adequacy Assessment Customer Service items. Members agreed to use the language from the cultural competency section of the PIHP contract to define cultural competency. The cultural competency section language was used to create a Cultural Competency Survey. Members reviewed the draft Cultural Competency Survey and agreed that the survey would effectively collect cultural competency data. MSHN leadership will review the survey for approval before it is developed into an online survey. The intended audience will be staff employed through MSHN's community mental health and contracted substance use disorder providers.

	<ul style="list-style-type: none"> • The corrective action plan (CAP) items for the FY22 HSAG Compliance Review Grievance and Appeals section were reviewed. A root cause analysis and a remediation plan were developed for the six items identified by HSAG for follow-up in the Grievance and Appeals section. HSAG approved the CAP submitted by MSHN for each of the six items. Members reviewed the CAP items and agreed to contribute to CAP resolution. • Member Suggested Topics: <ul style="list-style-type: none"> ○ None • Standardization of Educational Material/ Brochures/ Forms Across the Region <ul style="list-style-type: none"> ○ None • Open Discussion: <ul style="list-style-type: none"> ○ None • Future Agenda Items: <ul style="list-style-type: none"> ○ HSAG Compliance Review CAP follow-up ○ Discussion on member preference for CSC meetings via video, in person, or a hybrid.
<ul style="list-style-type: none"> ▪ ACTION/INPUT REQUIRED 	<ul style="list-style-type: none"> ▪ None
<ul style="list-style-type: none"> ✓ KEY DATA POINTS/DATES 	<ul style="list-style-type: none"> ✓ Next CSC meeting: Monday, March 20, 2023, 9:30 am to 11:30 am via Zoom.