

**Compliance/Quality Improvement
Committee Meeting Minutes
Thursday, February 18, 2021
Central Florida Cares Health System, Inc.
Board Room**



ATTENDANCE

Central Florida Cares Health System Board of Directors

Tara Hormell, Children's Home Society
Luis Delgado, Surf Monkey Media/Consumer Advocate
Jules Brace, Orange County Sheriff Office

Central Florida Cares Health System, Inc. Staff

Maria Bledsoe, Chief Executive Officer
Miralys Martinez, Risk Management Specialist
Trinity Schwab, Chief Operations Officer
Daniel Nye, Chief Financial Officer
Karla Pease, Executive Assistant and Recording Secretary

Guests

None

Meeting Called to Order

The Central Florida Cares Health System, Inc. (CFCHS) Compliance/Quality Improvement Committee meeting was held on Thursday, February 18, 2021 at 1:00 p.m. at 707 Mendham Blvd., Suite 201, Orlando, FL 32825. Luis Delgado, acting as Chair, called the meeting to order at 1:02 p.m.

Minutes

A motion to approve the minutes from December 17, 2020 was made by Tara Hormell, Jules Brace seconded, motion passed. There were 3 ayes and 0 nays.

Quality Improvement

- a) Client Satisfaction Survey
Quarter 2 results were shown. There were 199 surveys completed with 197 valid with 2 invalidated. Adult mental health had 48 valid surveys, and adult substance abuse had 127 valid surveys. Children's mental health had 20 valid surveys, and children's substance abuse had 2 valid surveys. There were more male surveys received than women. Satisfaction in the seven domains were all above the 85% threshold with one exception in children's substance abuse and children's mental health.
- b) Performance Measures - All performance measures are being met except for percentage change in clients who are employed from admission to discharge and stable housing.

Risk Management

- a) Incident Reports data was reviewed and explained. Trends were discussed.

- b) FWA/Complaints & Grievances/Investigations. There were two complaints/grievances but were outside of our network. There were no FWA.

Compliance

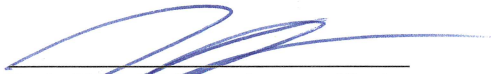
- a) CFCHS Compliance Line Reports - none
- b) FWA/Complaints & Grievances/Investigations – The investigation from the former CFO was settled. The Ad-Hoc Committee met several times, a certified letter was sent to the former CFO that was drafted by CFCHS’ attorney.
- c) HIPAA Privacy/Security - none
- d) Training – Several mindfulness trainings have been scheduled, as well as many other trainings and discussed at length.
- e) Network Monitoring-Schedule, Findings, Issues – Quality improvement has been added to the monitoring schedule and the monitoring schedule and scope table was reviewed.
- f) Public Records Requests - none
- g) Whistleblower Reports - none
- h) CARF – The evaluation will be virtual next year.

Other/Public Input – None

Next Meeting

The next meeting will be April 15, 2021 at 1:00 pm.

Jules Brace made a motion to adjourn, Tara Hormell seconded. Motion passed. The meeting adjourned at 1:59 p.m.



Luis Delgado, Acting as Chair
Compliance/QI Committee Chair



Karla Pease
Recording Secretary

**Compliance/Quality Improvement
Committee Agenda
Thursday, February 18, 2021
Central Florida Cares Health System, Inc.
Board Room**



I. Welcome/Introductions	Ian Golden	5 minutes
II. Approve Minutes	Ian Golden	10 minutes
III. Quality Improvement		
a) Client Satisfaction Survey	Miralys Martinez	10 minutes
b) Performance Measures	Geovanna Gonzalez	10 minutes
IV. Risk Management	Miralys Martinez	10 minutes
<ul style="list-style-type: none"> • Incident Reports Data • Complaints and Grievances 		
V. Compliance	Geovanna Gonzalez	10 minutes
<ul style="list-style-type: none"> a) CFCHS Compliance Line Reports b) FWA/Complaints & Grievances/Investigations c) HIPAA Privacy/Security d) Training e) Network Monitoring-Schedule, Findings, Issues f) Public Records Requests g) Whistleblower Reports h) CARF 		
VI. Other/Public Input	Group	3 minutes/person
VII. Adjourn - Next Meeting April 15, 2021 at 1:00 pm	Group	1 minute

**Compliance/Quality Improvement
Committee Meeting Minutes
Thursday, December 17, 2020
Central Florida Cares Health System, Inc.
Board Room and Zoom**



ATTENDANCE

Central Florida Cares Health System Board of Directors

Tara Hormell, Children's Home Society
Luis Delgado, Surf Monkey Media/Consumer Advocate
Jules Brace, Orange County Sheriff Office
Ian Golden, Chair, Brevard County Housing & Human Services (virtually)

Central Florida Cares Health System, Inc. Staff

Geovanna Gonzalez, Director of Compliance
Miralys Martinez, Risk Management Specialist
Trinity Schwab, Chief Operations Officer
Daniel Nye, Chief Financial Officer
Karla Pease, Executive Assistant and Recording Secretary

Guests

None

Meeting Called to Order

The Central Florida Cares Health System, Inc. (CFCHS) Compliance/Quality Improvement Committee meeting was held on Thursday, December 17, 2020 at 1:00 p.m. at 707 Mendham Blvd., Suite 201, Orlando, FL 32825, via CFCHS offices and Zoom. Ian Golden, Chair, called to order at 1:02 p.m.

Minutes

A motion to approve the minutes from August 20, 2020 was made by Tara Hormell, Luis Delgado seconded, motion passed. There were 3 ayes and 0 nays.

Quality Improvement

a) Board Satisfaction Survey

The Compliance Director indicated CFCHS received nine responses out of 21 board members, as opposed to last year receiving 12 responses. This survey had 21 questions. The results were positive and board members' survey comments were shared in each category.

It was suggested to make mention that one-third participation is less than stellar at the next board meeting and perhaps reduce the number of questions.

b) Provider Satisfaction Survey

The Compliance Director said CFCHS received 76 responses as opposed to last year receiving 61 responses. This survey had 46 questions and the comments were summarized.

It was suggested to look at things mentioned from the survey outside of CFCHS' control. Then provide a generalized document back to the providers with a list of things brought forward from the survey along with suggestions for them to implement. Providers should explain to their staff that monitoring is a requirement of their contract. Suggest to providers that converting their policies and procedures to electronic versions will be easier for annual updates and for monitoring. CFCHS is being contractually responsive and should continue providing suggestions to provider's leadership who need to make the difference.

Monitoring questions will be removed from the survey next year. There will be a separate monitoring survey administered to each provider's monitoring has been completed.

c) Client Satisfaction Survey

Quarter 1 results were shown. CFCHS received notice from DCF they would like surveys completed but did not have to be collected in person so not all providers responded. A moratorium was put in place but ends on Dec. 31, 2020. There were 256 surveys completed. The number of invalid surveys were reduced by going electronically. DCF is working on an initiative to reduce the number of survey questions. Currently there are 34 questions.

d) Performance Measures - All performance measures were met during through nearly the second quarter except for percentage change in clients who are employed from admission to discharge and stable housing.

e) Risk Management

- o Incident Reports data was reviewed and explained. Trends were discussed.

Compliance

a) CFCHS Compliance Line Reports

- o Investigation allegations from former employee were determined unsubstantiated.
- o Not a complaint, but a provider shared information about a client with the Inspector General. This was mentioned in case it further escalates and if a board member is contacted to direct the response to the CEO like a Media Inquiry.

b) FWA/Complaints & Grievances/Investigations

- o Seven complaints received; 3 were client related, 4 non-funded clients.

The Compliance Director commented there were zero Fraud, Waste, Abuse reports, zero public record requests, and zero whistleblower reports. She is currently updating the department's policies and procedures. Network Monitoring Schedule is going well so far with two providers monitored virtually. CARF accreditation will take place again in 2021 and will be working on an end of the year report for the third-year quality seal.

Other/Public Input – The Chair indicated on other boards he serves; small agencies know who says what on anonymous surveys. What ways exist to make surveys more anonymous? Valid

responses may be limited based on the ability to figure out who said what and this impacts willingness to provide negative comments. Another member stated it is easy to figure out who is commenting by their nuances in writing style and know what they are referring to. You can have all identifying references removed. In small organizations removing the comment section may help. A third party could be involved. This member's organization uses UCF for their surveys and has improved the return rate. She will provide a contact name from UCF to explore costs. Members suggested moving ahead and price for all three surveys (employee, board, and provider).

Next Meeting

The next meeting will be February 18, 2021 at 1:00 pm.

Luis Delgado made a motion to adjourn, Tara Hormell seconded. Motion passed. The meeting adjourned at 2:27 p.m.

Ian Golden
Compliance/QI Committee Chair

Karla Pease
Recording Secretary

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