

**Compliance/Quality Improvement
Committee Meeting Minutes
Thursday, April 15, 2021
Central Florida Cares Health System, Inc.
Board Room**



ATTENDANCE

Central Florida Cares Health System Board of Directors

Ian Golden, Chair, Brevard Housing & Human Services
Luis Delgado, Surf Monkey Media/Consumer Advocate
Jules Brace, Orange County Sheriff Office
Thomas Todd, Connection Church/Consumer Advocate

Central Florida Cares Health System, Inc. Staff

Geovanna Gonzalez, Compliance Director (via Zoom)
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 (via Zoom)
Chayla German, Contract Manager

Guests

None

Meeting Called to Order

The Central Florida Cares Health System, Inc. (CFCHS) Compliance/Quality Improvement Committee meeting was held on Thursday, April 15, 2021 at 1:00 p.m. at 707 Mendham Blvd., Suite 201, Orlando, FL 32825. The Chair called the meeting to order at 1:09 p.m.

Minutes

A motion to approve the minutes from February 18, 2021 was made by Jules Brace, Thomas Todd seconded, motion passed.

Quality Improvement

a) Client Satisfaction Survey

Quarter 3 results were shown. During the FY2021 Quarter 3, Central Florida Cares Health System, Inc. (CFCHS) received 393 consumer satisfaction surveys from the provider network. CFCHS has automated the survey collection process and implemented the use of Survey Monkey to collect and report client data. During the current quarter, the moratorium on survey collection by the Department of Children and Families continued due to the global pandemic of Covid 19. The following results is data collected by the CFCHS' network providers for services rendered to clients via telehealth, or in-person visits. Not all network Subcontractors participated in the survey collection due to Covid 19 restrictions for in home and group visits.

The Chair suggested a note be added before the report is sent to providers that there was a reduction in surveys due to the covid-19 pandemic impact and telehealth.

CFCHS sends a reminder to providers to complete surveys which impacted completion numbers this quarter. Adult mental health had 70 valid surveys, and adult substance abuse had 188 valid surveys. Children's mental health had 105 valid surveys, and children's substance abuse had 3 valid surveys. There were more male surveys received than women. The network as a whole met the 85% target, however, a few domains fell below the 85% threshold and those providers were identified and discussed.

- 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, which are usually a challenge. Discussion followed among members and staff with various recommendations previously submitted to the state and are still ongoing with the state on how to achieve the target measure, are other MEs meeting their targets, and could the state lower the target to be more achievable.

Risk Management

- a) Incident Reports data was reviewed and explained. Trends were discussed. The "other" category was broken down individually and explained. "Deaths" category was discussed in detail. It was asked if the data was obtained by one provider or several providers. It was suggested to dig deeper into any category that has a 25% increase/decrease from last year and generate a separate chart or memo with specific details. At the next committee meeting, it was asked if the actual reports received from providers be presented that might be higher risks. The committee will look at anything that is 25% above or below last year in each category.
Attestation reporting was at 87%, which is an increase from last quarter.
- b) FWA/Complaints & Grievances/Investigations. There was one complaint/grievance but for a non-funded client.

Compliance

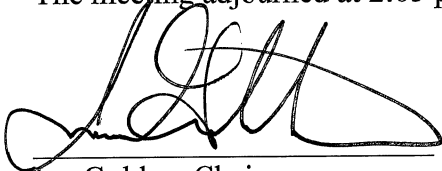
- a) CFCHS Compliance Line Reports - none
- b) FWA/Complaints & Grievances/Investigations - none
- c) HIPAA Privacy/Security - none
- d) Training – a chart was shown with numerous trainings completed this quarter.
The Orange County Sheriff's Office does have Homeland Security and has active shooter and workplace violence presentations. This will be explored.
- e) Network Monitoring-Schedule, Findings, Issues – A chart was reviewed covering the monitoring process. Two separate board members volunteered to be a part of the virtual on-site entrance and exit interviews for the last two provider's monitoring.
- f) Public Records Requests - none
- g) Whistleblower Reports - none
- h) CARF – Documents will be reviewed in November or December for CARF re-accreditation.

Other/Public Input – None

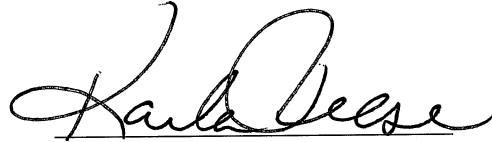
Next Meeting

The next meeting will be August 19, 2021 at 1:00 pm.

The meeting adjourned at 2:05 p.m.



Ian Golden, Chair
Compliance/QI Committee Chair



Karla Pease
Recording Secretary

**Compliance/Quality Improvement
Committee Agenda
Thursday, April 15, 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 | | |
| Client Satisfaction Surveys | Miralys Martinez | 10 minutes |
| 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 | 15 minutes |
| 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 is next FY | Group | 1 minute |
| Meeting Dates for FY 2122 (Q4-August 19, Q1-Oct 21, Q2-Feb 17, Q3-April 21) | | |

**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