

**Compliance/Quality Improvement
Committee Meeting Minutes
Thursday, August 17, 2023
Central Florida Cares Health System, Inc.
Board Room**



ATTENDANCE

Central Florida Cares Health System Board of Directors

Mark Broms, Consumer Advocate
Luis Delgado, Consumer Advocate
Sherri Gonzales, Chair, Children's Home Society

Central Florida Cares Health System, Inc. Staff

Geovanna Gonzalez, Compliance Director
Trinity Schwab, Chief Operating Officer
Dan Nye, Chief Financial Officer
Miralys Martinez, Risk Management Specialist
Karla Pease, Executive Assistant and Recording Secretary
Jerry Foster, Quality Improvement Specialist

Guests

Amy Hammett, Department of Children and Families

Meeting Called to Order

The Central Florida Cares Health System, Inc. (CFCHS) Compliance/Quality Improvement Committee meeting was held on Thursday, August 17, 2023, at 1:30 p.m. at 707 Mendham Blvd., Suite 201, Orlando, FL 32825. The Chair called the meeting to order at 1:31 p.m.

Minutes

There was no quorum present, so the minutes were not passed. The minutes will be presented at the next meeting.

Risk Management

- Incident Reports compared data for FY21-23 and FY22-23. Data was reviewed and explained.
- Year-to-date Compliance with Reporting in One-Business-Day (OBD) trends were shown. An automated email is sent to providers reminding them of OBD requirements.
- Attestations compliance has increased during this fiscal year due to automated e-mail reminding providers to submit the attestation.
- Incident types (Death, Elopements, and Employee Misconduct) were compared (FY21-22 to FY22-23) and were reviewed with members. Training was provided across the network to help with incident reporting compliance.

Quality Improvement

- Community Person Served Satisfaction Surveys (CPSSS) – The Quality Improvement Specialist shared the 4th quarter survey results as well as compared the prior fiscal year as a point of reference.

Members agreed they preferred the data in the new graph format.

Compliance

- a) Network Monitoring-Schedule, Findings, Issues – A table showing FY 22-23 provider monitoring status and the pending follow up of four open CAPs was presented. Eighteen providers out of 34 were monitored in FY 22-23. The providers who were monitored completed a Network Monitoring Survey. Results were shown in graph form, as well as their comments. Members discussed. Board members were asked to participate in the monitoring pre, entrance and exit conferences, if they are available.
- b) Performance Measures – Meeting all standards but housing.
- c) CFCHS Compliance Line Reports – 6 complaints were received and all were from individuals not funded by CFCHS but pertaining to the same provider. Three of those complaints were about a customer service and lack of courtesy from a staff member at the provider's place of business. The provider will investigate.
- d) Training – a chart of training and technical assistance was shown for Qt 4.
- e) FWA – none
- f) HIPAA Privacy/Security – none
- g) Public Records Requests – none
- h) Whistleblower Reports – none
- i) CARF – Accreditation expires December 31, 2024. Policy and Procedures review will be starting soon.

Other/Public Input – None

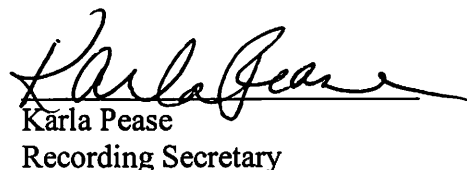
Next Meeting

The next meeting will be October 19, 2023, at 1:30 pm.

The meeting adjourned at 2:34 pm.



Sherri Gonzales
Chair



Karla Pease
Recording Secretary

**Compliance/Quality Improvement
Committee Agenda
Thursday, April 20, 2023
Central Florida Cares Health System, Inc.
Board Room**



I. Welcome/Introductions	Acting Chair	2 minutes
II. New Chair Discussion	Geovanna Gonzalez	5 minutes
III. Approve Minutes	Chair	2 minutes
IV. Risk Management	Miralys Martinez	10 minutes
<ul style="list-style-type: none"> • Incident Report Data & Trends 		
V. Quality Improvement	Jerrymar Foster	20 minutes
<ul style="list-style-type: none"> • Person Served Satisfaction Surveys 		
VI. Compliance	Geovanna Gonzalez	15 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 		
VII. Other/Public Input	Group	3 minutes/person
VIII. Adjourn	Group	1 minute

**Compliance/Quality Improvement
Committee Meeting Minutes
Thursday, February 16, 2023
Central Florida Cares Health System, Inc.
Board Room**



ATTENDANCE

Central Florida Cares Health System Board of Directors

Luis Delgado, Consumer Advocate
Sherri Gonzales, Children's Home Society
Natalie Mullett, Acting as Co-Chair, Park Place Behavioral Health Care
Lisa Portelli, City of Orlando

Central Florida Cares Health System, Inc. Staff

Maria Bledsoe, Chief Executive Officer
Geovanna Gonzalez, Compliance Director
Miralys Martinez, Risk Management Specialist
Jerry Foster, Quality Improvement Specialist
Trinity Schwab, Chief Operating Officer
Karla Pease, Executive Assistant and Recording Secretary

Guests

Amy Hammett, Department of Children and Families

Meeting Called to Order

The Central Florida Cares Health System, Inc. (CFCHS) Compliance/Quality Improvement Committee meeting was held on Thursday, October 20, 2022, at 1:30 p.m. at 707 Mendham Blvd., Suite 201, Orlando, FL 32825. The acting Chair called the meeting to order at 1:30 p.m.

Minutes

Luis Delgado made a motion to approve the minutes as written, Lisa Portelli seconded; motion passed.

Risk Management

- Incident Reports data for FY22-23 was reviewed and explained. FY22-23 reported less events than FY21-22 - months September and November were months with higher reported events.
- Year-to-date compliance with reporting in one business day showed a decline in August due to the IRMS system being transferred to FivePoints' servers, but after August attestations have been steady.
- One business day report had a dip in December due to a number of non-reported incidents that were discovered during monitoring and incidents reported after it occurred not being informed timely.
- Incident types were compared. Far less incidents reported this quarter than last quarter. "Other" incidents had the highest numbers where incidents don't meet the classification categories. These incidents were reviewed with members.

Quality Improvement

- Person Served Satisfaction Surveys – The Quality Improvement Specialist shared Qt 2 survey results compared with Qt 1 results with members.
- Provider Network Satisfaction Surveys – The results of the 2021-22 survey were shared with members. The Chief Executive Officer commented that next year to add “peer support” to the list of “completed by” on Q1. Members suggested language change from “Subcontractor” to “your organization” throughout. The Chief Operating Officer will clarify and follow up with provider comments during the monthly provider meetings. Anything data related the Chief Information Officer can address in his monthly meetings with providers.

Compliance

- a) CFCHS Compliance Line Reports – three complaints received for Qt 2 not related to individuals that we serve and referred them to the provider and resolved at the provider level. A complaint about one of our providers went to DCF. Although not reporting on Qt 3 yet, three reports were received through Navex and were reviewed with members.
- b) FWA – none
- c) HIPAA Privacy/Security – one, shown in incident reports shown earlier.
- d) Training – lots of training and technical assistance have occurred in Qt 2.
- e) Network Monitoring-Schedule, Findings, Issues – A table showing the CAPs follow-up in progress was shown. Eighteen providers will be monitored in FY 22-23. Board members, who are not providers, were invited to attend the entrance and exit interviews with providers.
- f) Public Records Requests - none
- g) Whistleblower Reports - none
- h) CARF – Reaccreditation is due 2 years from December.

Other/Public Input – None

Next Meeting

The next meeting will be April 20, 2023, at 1:30 pm.

Luis Delgado made a motion to adjourn, Lisa Portelli seconded, motion passed.

The meeting adjourned at 2:35 pm.

Natalie Mullett
Acting as Chair

Karla Pease
Recording Secretary