

THE DURHAM CENTER
Managing Behavioral Health & Disability Services

AREA BOARD MEETING
Minutes
Thursday, August 7, 2008

The Durham Center Area Board met at 4:00 pm, August 7, 2008 at 501 Willard Street.

MEMBERS PRESENT: Earl Phillips, Doug Wright, Amelia Thorpe, Colleen Kilsheimer, Rev. Melvin Whitley, Eureka Capri-Daye, Dr. Tom Owens, Dr. Nancy Henley, George Quick, John Barry, Karen Crumbliss.

MEMBERS EXCUSED: Ellen Reckhow, Phillip Golden

MEMBERS ABSENT:

GUESTS PRESENT: Terry Allebaugh, Joshua Wieties, Kim Nance, Chad Simpson, Jerry Enevoldsen, Kim Chestain, Marya McNeish, and Susie Deter

STAFF PRESENT: Ellen Holliman, Susan Knox, Michelle Zechmann, Doug Fuller, Ann Oshel, Bob Hufham, Jeanette Williams, Tina Howard, May Alexander, Kelly Goodfellow, Hilda Smith.

OTHERS PRESENT: Lowell Siler

CALL TO ORDER:

Area Board Chairman Earl Phillips called the meeting to order at 4:05 PM.

ANNOUNCEMENTS

Chairman Phillips welcomed new board members John Barry, a Principal with Barry Associates, who does technical assistance consulting for behavioral healthcare and Dr. Nancy Henley, a physician who works as a private healthcare consultant.

Chairman Phillips administered the oath of office to the new members. Mr. Barry and Dr. Henley signed their oaths and the oaths were notarized by Hilda Smith.

Chairman Phillips asked Ellen Holliman to discuss the Individual Board Survey that was sent out to the Board members. The survey, like the overall Board survey, is required for national accreditation. This survey is asking each board member to rate themselves

on how they function as a member of the Area Board. Board members can fill out the survey by hand or can go online and complete it.

AGENDA ADJUSTMENTS

None

PROVIDER OF EXCELLENCE AND PARTNER OF EXCELLENCE AWARDS

Ms. Holliman introduced Michelle Zechmann and Ann Oshel to present the awards. The winners will be presented at the next all-provider meeting in September 2008.

Ms. Zechmann introduced the first winner of the Partner of Excellence awards, Threshold. They were nominated for the Wall of Hope Mural Project that was installed in the south side of the Bull City business center downtown in Mid May. It brought visibility to the positive contributions of Threshold and adults with mental illness in our community. The Mural project has also been captured in a film project.

Providers of Excellence awards were given to two agencies, Easter Seals/UCP-ASAP and Triumph. Both providers participate in the Wellness, Management, and Recovery program. It is part of the toolkit for adult mental health, evidence based practice models. All consumers that receive state and county funding go through the program. The program has been very successful.

The second winner of the Partner of Excellence award was "Housing for New Hope". Their mission is ending homelessness one valuable person at a time and they have made very valuable contributions both to the community and to The Durham Center.

FINANCE COMMITTEE REPORT

Committee Chairman George Quick reported that the committee did not meet and there is no report this month.

CONSENT AGENDA

Chairman Phillips presented the following items to be approved on consent.

- A. Approve June 5, 2008 Regular Board Meeting Minutes
- B. Human Rights Committee Report
- C. Consumer and Family Advisory Committee Report
- D. Executive Committee Report
- E. Executive Committee Closed session June 17, 2008 Minutes
- F. Executive Committee Closed session July 15, 2008 Minutes
- G. Board Report.

George Quick moved approval of the reports as presented, **Seconded by Karen Crumbliss. Passed unanimously.**

PUBLIC COMMENT

None

PRESENTATION ON NETSMART IT SYSTEM

Chairman Phillips asked Ms. Holliman to introduce the topic. In the FY 09 budget money was reserved to move to a new IT system. The NetSmart IT System was approved by the Executive Committee during the July 15, 2008 meeting, but the Executive Committee felt that it should be brought before the entire board. Ms. Holliman introduced Bob Hufham, acting Quality Management Administrator, for a presentation on the highlights of the system.

Mr. Hufham presented an overview of the NetSmart system and what it would do for The Durham Center. NetSmart has been in the field for 40 years and specializes in the Health and Human Services Industry.

Highlighted features included:

- The Electronic Healthcare Solutions enables moving to a paperless process
- Connected Care Architecture enables clinical data to flow between programs and agencies in the provider network. All Providers in the network will have access to the system. Providers can enter data that will go in to the database from their offices.
- The CCA module will collate data and generate reports.
- A module that will allow customization for minor changes or reports.
- A user's workgroup that meets once a month to discuss development initiative proposals. NetSmart is providing this package to 80% of LMEs. Customized changes and reports can be shared with the User's group.
- NetSmart is the first behavioral healthcare, public health and substance abuse software and services provider to attain CCHIT certification.
- Responsive support team with:
 - Over 90% of calls answered by a human being in 20 seconds or less.
 - Over 65% of events are solved on the first contact with the support desk
 - Customer area on website for logging and tracking issues

Modules of the Avatar system being considered for purchase:

- Practice Management, which includes
 - Billing and AR functions
 - Scheduling
 - Treatment Planning
- Managed Services Organization (MSO)
 - Contract tracking (patients, providers, and others)
 - Service request management
 - Authorization
 - Case management documentation

- Capitation (PMPM) revenue management
- Costs by CPT codes, physician, patient, or period
- Claims adjudication and payment calculations based on negotiated fee schedules
- Multifaceted contract tracking
- Integration with electronic claims
- Payment and/or GL/AP systems

Clinician Workstation (CWS)-primarily used at DCA

- Treatment/Care Planning
- Individual and Group Progress Notes
- Assessments
- Nursing Reports
- Workflow Management
- Electronic views of laboratory results
- Pharmacy integration (via third-party interface)

RADplus

- Enables Avatar to be tailored to the needs of any organization
- System Management tools enable system usage and monitor all system activity.

Costs over a 3 year contract

- 2008: \$650,575-includes purchasing software, recurring fees, and professional services.
- 2009: \$122,893
- 2010: \$126,166

Hosting costs are included.

Discussion after the presentation included:

- Data conversion if the contract ends. An indemnity clause was added to the contract and an indemnity fee of \$1200 will be held in escrow so that all data is owned by The Durham Center.
- LME system integration. Each LME has their own server and the systems are not integrated.
- Security of clinical module. There are multiple levels of access control and only when appropriate would individuals have access to areas of the clinical workstation. Providers will not be able to view other provider's notes.
- Costs of the system. Money was allocated in this year's budget because the current system is not what The Durham Center needs to move forward.
- Expansion capabilities in the contract and costs. There are options to add on other modules and expand user licenses.
- There are 165 network licenses and 110 licenses for the LME included in the above costs.
- User friendliness for providers. NetSmart is web based so all the provider will need to have is a PC and an internet connection.

- Would the cost decrease if the contract was longer than 3 years? 3 years is standard and a longer contract was not discussed with NetSmart. Mr. Hufham does not believe that there would be any additional discount for a longer term.
- Additional costs to the providers. There would only be additional costs if they wished to purchase extra licenses.

Dr. Tom Owens moved to approve a three year contract, **Seconded by Rev. Melvin Whitley. Passed unanimously.**

APPROVAL FOR REQUEST FOR PROPOSALS

Two Requests for Proposals (RFP) were presented for approval, Transitional Living and Rapid Response.

Tina Howard presented the Transitional Living Proposal. The Durham Center (TDC) contracted with two agencies last year on an emergency basis in response to the GAP analysis that identified a need for short term structured living for individuals with substance abuse disorders. Transitional Living is a 24 hour service intended to assist the consumer with engaging in treatment activities. It is a structured, supportive living environment that engages the family and natural supports in facilities that also offer therapeutic activities and programs. An RFP was issued in May 2008.

Two proposals were received from the agencies TDC contracted with, TROSA and Recovery Center of Durham. The selection committee did an onsite review of the two facilities in July. The monitoring team identified the strengths of the facilities and areas that needed improvement. The committee met on July 22, 2008 to review the scores and discuss the strengths and areas of concern in each of the proposals and to make recommendations for the contract. TROSA was awarded 78 points in the 100 point scoring tool. Recovery Center of Durham received 65 points. The selection committee voted to recommend acceptance of both proposals.

Discussion of the proposals included:

- The scoring criteria and whether there was a lower cut off for acceptance of the proposals. The selection committee set the lower cut off at 65 points, but both providers have actively participated in technical assistance that has been offered.
- The success rate of the program after graduation is not part of the Request for Proposal scoring system. Both services have completed monthly reports and Quality Management is reviewing the data.
- Were dual diagnosis capabilities included in the scoring system? The service is designed for individuals with Substance Abuse as their primary diagnosis.

Two providers are recommended because there is a need in the community. TROSA has a ten bed facility for men and Recovery Center of Durham has a six bed facility for women. Shortly after opening both were at capacity. Suggestion was made to develop support teams to encourage providers to develop transitional services for dual diagnosis individuals.

Doug Wright moved that the Transitional Living proposals be accepted, **George Quick seconded. Passed unanimously.**

May Alexander presented the Rapid Response Proposal. Rapid Response is a Crisis response that TDC developed approximately four years ago in conjunction with Department of Social Services and Caring Family Network. The service provides a network of therapeutic foster homes that are available 24/7 on a crisis basis to prevent youths from being placed in detention or the hospital unnecessarily. To formalize the Rapid Response process, expectations, and to update reimbursement a Request for Proposal was sent out on June 20, 2008.

One proposal was received back by July 16, 2008 from Caring Family Network and was distributed to committee members on July 17, 2008. The committee met on July 23, 2008 to evaluate the proposal using the scoring tool. Caring Family network received a score of 76.25.

The committee voted to accept the proposal with suggestions made to the provider that there be beds available 30 minutes or 30 miles from Durham Center, a home be available with no other children, that children be maintained in their home school, and that they provide a home with bilingual parents or make accommodations for the families of children who are bilingual.

Discussion included the scoring sheet that the selection team developed based on the proposal and the pay rate for the service. The team that developed the scoring tool included Phillip Golden, Chuck Harris, Michelle Zechmann, and Sharon Hicks. Caring Family Network is providing 5 homes. The rate of the service is the same as a Level II therapeutic home with increased rates in the first three days because those are critical days for crisis stabilization.

George Quick moved that the Rapid Response proposal be accepted, **Doug Wright seconded. Passed unanimously.**

CHAIRMAN'S REPORT

Chairman Phillips reported that the Durham Center Access ribbon cutting was very successful and effective. He also reported that Eureka Capri-Daye has been named the COO/CEO in training for Holly Hills Psychiatric Hospital.

The Area Board retreat held from 12:30am to 3:30pm was a follow up on the findings of the Board assessment completed in June. Vaughn Upshaw will be preparing a draft document with a summary of the discussion and further actions needed. This summary will be discussed at the Area Board meeting on September 4, 2008.

Board Orientation will be scheduled for Dr. Henley and Mr. Barry. Other members of the Board are invited to attend.

5:25PM Doug Wright Moved and George Quick seconded a motion to go into Closed session.

6:00PM Session reopened.

George Quick moved and Colleen Kilsheimer seconded that the Board accept the Area Director's work plan. Passed unanimously.

Adjournment

Karen Crumbliss moved and George Quick seconded that the meeting adjourn. Passed unanimously.

Respectfully submitted:

Ellen Holliman, Executive Director

Date

Material included in Notebooks:

Articles:

“DHHS Chief: Mental health fix needs better tools”, July 27, 2008, Lynn Bonner, News & Observer.

“...just fix it, please”, August 1, 2008, Editorial, News & Observer.

“A bigger problem: A report from the state auditor underlines a sorry tale illustrative of failure in mental health care reform”, August 1, 2008, Editorial, News & Observer.

“Dominion Ministries files for bankruptcy”, August 5, 2008, Ray Gronberg, The Herald-Sun

“Gang Intervention deserves support”, Editorial, The Herald-Sun.