

Meeting Agenda  
Board of Directors Work Session  
March 22, 2023, 11:00 AM  
GVSU Muskegon Innovation Hub  
200 Viridian Dr, Muskegon, MI 49440

1. Welcome and Opening Comments – Mr. DeYoung
2. Public Comment
3. LRE Strategic Plan – Kori Bissot, KWB Strategies
4. QAPIP Annual Effectiveness Report – Wendi Price
5. Board Member Comment
6. Public Comment
7. Adjourn



**LAKESHORE**  
REGIONAL ENTITY

## FY22 QAPIP Annual Effectiveness Review

Wendi M. Price - Chief Quality Officer

February 22, 2023

# QAPIP



# External Quality Reviews

## Validation of Performance Measures

- Validated LRE's Performance Measures
- No concerns with Eligibility Data, Data Control Processes, Claim/Encounter Data
- "Deployed significant data quality improvement mechanisms"
- Sufficient Oversight of CMHSPs

## Validation of PIP

FUH Metric: Decrease in Race Disparity in African Americans/Blacks versus Whites

- PIP Selection & Baseline Development Year
- HSAG Approved LRE's FUH Metric PIP

## Compliance Review

- Standards VII – XIII consisting of 119 Elements
- 99/118 (84%) Elements Met
- CAP Submitted and Accepted
  - 17 out of 19 with no Recommendations
  - 2 out of 19 with Recommendation

# QAPIP Scorecard

## MMBPIS

- LRE Met MMBPIS Standards for Each Quarter of FY22 82.1%
- Indicators 2a & 3 Downward Trend for Last Nine Quarters

## MEV

- Non-SUD: 7,186 Encounters Totaling ~ \$1.5M; 0.43% Recoupment
- SUD: 159 Encounters Totaling ~ \$23K; 0.18% Recoupment

## BTR

- 150 consumers; 781 Reviews
- 54% Progressing/Stable with 90% Continuation of Plan Recommendation

# QAPIP Scorecard

## CI

- Decrease over FY21
- Increase in Suicides
- Decrease in Med Errors and Injuries Requiring Hospitalization

## RE

- Increase over FY21 due to Increase in Emergency Use of Physical Management and 2+ Unscheduled Hospitalizations in 12-month Period

## SE | UD

- 40 SE|UD in FY22 Dby Overdose Accidental Death, Accidental Death, and Suicides
- MI Adult Most Vulnerable Population for SE | UD

A silhouette of a lighthouse on a rocky shore, with a sunset sky in shades of orange, red, and purple in the background.

# QAPIP Scorecard

## CSS

- Scale of 1 to 6, with 6 as *Strongly Agree*
- 1,917 Surveys Completed
- LRE Overall Score was 5.3

## Site Reviews

- New Site Review Tools and Process
- CMHSPs and Providers Performed Well Despite Significant Changes to Tools and Processes

## Facilities Reviews

- Incorporated HCBS Related Questions
- Providers Performing Well

# QAPIP Scorecard

## UM | CPGs

- FUH Workgroup
- PowerBI Dashboards

## Credentialing

- MDHHS Universal Credentialing Platform
- Incorporation of Quality Measures in Recredentialing Process



# Q&A