

Harmonia Collaborative Care, Inc.
Quality Assurance Committee
Minutes
Zoom Conference, Wednesday October 27th, 2021

Present: Megan Brautlacht, LMHC; Jordan Alston, MHC-P; Melissa Bergquist, PsyD Post-Doc; Marissa Biondolillo, MSW; Tammy Davis, LMHC, Ph.D; Rachael Dudczak, LMHC; Elizabeth Franklin, MHC-P; Jessica Grobe, PsyD Post-Doc; Marie-Helene Gosselin, PhD Post-Doc; Cherie Ruben, Ph.D; Madeline Ryan, MHC-P; LuAnn Stevens, LCSW; Amy Szyszkowski, LMHC; Rachael Ruppert, PMHNP-BC; Tiana Andrews SW Intern; Li Ting Lin, Psychology Extern; Nathalie Velasco, Psychology Extern

1. Untoward Incidents.

a. New Incidents: There was one new incident in the 3rd quarter of 2021, this incident was entered into NIMRS.

i. Client: REMOVED

DOB: REMOVED (age: 71)

Type of Incident: Death, Natural Causes, Unexpected

Date of Incident: 10/11/2021

Diagnosis: Schizophrenia, unspecified; Generalized Anxiety Disorder

Medications: Risperdal 2mg TID, Zoloft 100mg QAM, Seroquel 200mg QPM, Gabapentin 300mg TID, prescribed by Harmonia; Metformin HCL 850mg BID, Synthroid QD, Toprol XL QD, Lantus QD, Zestril QD, Aspirin 81mg QD, prescribed by providers outside of Harmonia

Admission: 04/05/18

At-Risk List: No

Service Providers: Elizabeth Franklin, MHC-P; Cindy Miller, PMHNP

Background: REMOVED

Incident: Client's prescriber, Cynthia Miller, called for their scheduled appointment on 10/12/21 at 10am. A woman answered the phone and stated she was there to "clean up" because "[NAME REMOVED] died." Woman reported she found [REMOVED] deceased the day prior, 10/11/2021, she was not able to provide any further detail.

MD Recommendations: Patient died from complications of significant medical illnesses unrelated to mental health treatment. PMargulis MD 10/25/21

Recommendations: None.

b. Old Incidents: None to review.

2. Child Abuse Reports: There were no child abuse reports made in the 3rd quarter.

3. Clozaril Patient Care: Four clients are following the protocol without complication. They have been assigned an “at-risk” category within ECR to ensure procedures are followed and monitored regularly.

4. Suboxone Program: The current opioid epidemic and concerns in HCC’s service area is being addressed. Cindy Miller, PMHNP, is trained and certified to prescribe Suboxone. Rachael Ruppert, PMHNP is currently working towards attaining the waiver. The clinic is accepting referrals limited to established clients of HCC who are currently in another Suboxone program. These clients must appear on-site, abide by signed program agreement, and submit toxicology screenings.

5. Client Satisfaction/Testimonials: Harmonia CC continues to receive online google reviews via a texting code offered to clients by front office staff. There are currently 15 google reviews for the Derby location, accompanied by a 3.5 out of 5 stars rating. There are 6 reviews and 3.2 stars under the Hamburg location. Director and CEO contact individuals who submit a low rating to explore, offer support, and address with staff as needed. Harmonia continues to grow social media presence with help from consultants. Client satisfaction surveys are being filled out by clients after their initial appointment; average ratings are “Excellent” and “Good” at this time.

6. Client Grievance: Two grievances were made by clients to Harmonia during this quarter. Two complaints were filed with OMH by clients this quarter, unrelated to grievances mentioned prior.

a) Grievance 1: Client’s significant other filed grievance against front office staff, stating she was hung-up on while advocating for a medication change for the client via phone. Internal investigation was conducted, and it was found that front office staff followed protocol. An “Acceptable Behavior Agreement” was developed by HR and is being put in place for both staff and clients to sign and attest to, to set the rules and expectations for an effective relationship.

b) Grievance 2: Client filed grievance against Dr. Napoli, stating that she felt he was being flirtatious with her by stating he liked the sound of her voice and invited her to come into the office. Internal investigation was conducted, no reasonable cause existed to believe that a violation took place. Dr. Napoli is being trained on sexual harassment.

c) OMH Complaint 1: Client placed call to OMH, assigned Concern Category of “General Dissatisfaction with Treatment.” Client stated she was in crisis due to how the nurse practitioner at Harmonia was communicating plan for medication change. Outreach was conducted by Harmonia and OMH, client ultimately decided to close her case with Harmonia and return to previous provider.

d) OMH Complaint 2: Client placed call to OMH, assigned Concern Category of “General Dissatisfaction with Treatment.” Client stated his provider doesn’t seem to want to help him with his anxiety, that he was done wrong. Director spoke with client, validated frustrations with turnover in medication clinic during the last 4 years. Client scheduled with Rachael Ruppert the following day.

7. Safety: No report.

8. Quality Improvement – Clinic Wait Times

a) **Initial Appointment Wait Time:** 07/01/2021 – 09/30/2021

Days to appt	# of clients	% of clients
0-3	8	6%
4-10	20	15%
10-30	82	60%
>30	26	19%

There was a 5% increase in number of initial appointments had within 0-3 days from referral. Majority of initial appointments continue to be had within 10-30 days.

b) **Average of Days to Intake:** 07/01/2021 – 09/30/2021

Location	Derby	Hamburg	Grand Total
Average DaysToIntake	20	21	21

The total average days to intake remained 21. There is room for improvement.

c) **No Show Rate:** 07/01/2021 – 09/30/2021

Visit Type	Derby	Hamburg	Total
Checked In	3057	1578	4635
No Show	361	220	581
No Show Rate	11%	14%	13%

No-Show rates remained the same from last quarter.

d) **Referrals, Treatment Sessions, People Served**

		Mental Health Clinic			
Referrals		Sep-21	2021 YTD	2020 YTD	Variance
Derby		46	316	344	-8%
Hamburg		39	343	189	81%
Total		85	659	533	24%
Treatment Sessions					
Derby		1,091	8,770	8,054	9%
Hamburg		501	4,436	2,769	60%
Total		1,592	13,206	10,823	22%
People Served					
Derby		640	930	964	-4%
Hamburg		329	516	324	59%
Total		969	1,446	1,288	12%

The chart above shows a 24% increase in referrals and 22% increase in treatment sessions provided compared to September 2020. Harmonia is serving 12% more people in

comparison to last year. Three clinicians, one prescriber, and 3 interns began seeing clients in this quarter.

ACTION PLAN: It is always a goal to assign appointments to clients within 10 days, although it is to be considered that not all clients choose to have an appointment within 10 days or may cancel and reschedule outside of the initial 10 days. The numbers shown here reflect the community’s increased need for services, especially during the on-going pandemic. HCC continues to recruit and hire staff to fulfill the need. A Hamburg Site Clinic Coordinator and full-time clinician for the Hamburg site begin 11/1/21. Clinicians continue to work a hybrid in-office/work-from-home schedule to optimize current building space and allow for new hires. One of the full-time prescribers resigned and their final day is 12/20/21. HCC is exploring a contract with a group provider to act as back-up for HCC and fulfill medication refills, in addition to recruiting a full-time employee to fill the position.

9. PSYCKES Dashboard

HARMONIA COLLABORATIVE CARE, INC. PDF Excel							
Quality Indicator Overview As Of 09/01/2021							
REGION: ALL COUNTY: ALL SITE: ALL PROGRAM TYPE: ALL AGE: ALL MC PRODUCT LINE: ALL MANAGED CARE: ALL Filters Reset							
Indicator Set	Population	Eligible Population	# with QI Flag	%	Regional %	Statewide %	25% 50% 75% 100%
BH QARR - DOH Performance Tracking Measure - as of 03/01/2021	All	160	96	60	66.55	65.22	60.00 66.55 65.22
BH QARR - Improvement Measure	All	103	37	35.92	45.80	39.91	35.92 45.80 39.91
General Medical Health	All	715	172	24.06	16.47	13.05	24.06 16.47 13.05
Health Home Care Management - Adult Summary	Adult 18+	103	86	83.5	84.19	85.54	83.50 84.19 85.54
High Utilization - Inpt/ER	All	715	135	18.88	20.09	17.74	18.88 20.09 17.74
Polypharmacy	All	337	60	17.8	12.15	12.11	17.80 12.15 12.11
Preventable Hospitalization	Adult	681	4	0.59	0.67	0.75	0.59 0.67 0.75
Readmission Post-Discharge from any Hospital	All	126	14	11.11	11.20	11.53	11.11 11.20 11.53
Readmission Post-Discharge from this Hospital	All	0	0	0	10.84	11.56	0.00 10.84 11.56
Substance Use Disorders - as of 03/01/2021	Adol & Adult (13+)	144	94	65.28	61.43	64.09	65.28 61.43 64.09
Treatment Engagement	Adult 18-64	107	28	26.17	39.93	37.14	26.17 39.93 37.14

The clinics continue to perform well in quality indicators as of 09/01/21 compared to the region and the state. The areas of weak performance continue to be in General Medical Health and Polypharmacy. HCC Substance Use Disorders percentage is higher than the region average, which is addressed by collaborative relationship with TLC.

10. PSYCKES – OUD Clinic Capacity Building Initiative: The goal of the mandatory OUD Initiative is for each Article 31 clinic to implement five best practices over time – OUD screening, provision of Naloxone, referral to MAT provider, prescribers have the Buprenorphine waiver, and MAT prescribing. As noted below in Section 11, Harmonia is actively working on these practices through the PSYCKES CQI Overdose Prevention Project.

11. PSYCKES – CQI – Overdose Prevention Project: The goals of these CQI initiatives are to foster data driven quality improvement and clinical decision making; improve the safety, efficiency and quality of care; promote best practices; and help clinics build readiness for participation in evolving public health environment. Participation also results in an added percentage to Medicaid reimbursements.

Harmonia is participating in the Overdose Prevention CQI Project, which aims to improve screening, treatment and MAT for clients with OUD and COD.

Project Elements and Progress:

- Screening – new screening tool added, RODS.
- Assessment and Referral – continuing relationship with local CD clinic, TLC.
- Naloxone & Overdose Prevention Education – exploring availability via telehealth.
- Buprenorphine Waiver Training – Rachael Ruppert, PMHNP obtaining waiver.
- MAT (Medication Assisted Treatment) Implementation – Cindy Miller, PMHNP is prescribing suboxone. Rachael Ruppert, PMHNP will take over these cases once waiver is received.
- COD/ODU Training for Therapists – have had previous trainings from Jay Swarthout, may explore for future training.

Beginning 06/2021, the Overdose Prevention Project and related OMH Overdose Prevention QIC Learning Collaborative Calls changed current focus to sustainable telehealth. Monthly questionnaires are submitted to evaluate progress with implementing best care practices. Harmonia is doing very well with implementing hybrid procedures and policies. The focus is returning to Overdose Prevention 11/2021.

12. Value Network Connect: Harmonia CC is a member of a behavioral health care collaborative. Highmark BlueCross BlueShield of Western New York has developed the region's first behavioral health value-based payment agreement with this Value Network. A value-based payment model focuses on quality of care, rewards health care providers for complete care management of their patients' health and allows them to manage patients with more flexibility. Through the Value Network, Harmonia receives trainings, workgroup meetings, QI project development assistance, and other forms of assistance and knowledge sharing. Harmonia CC is currently utilizing the PDSA cycle to improve AMM (Antidepressant Medication Management) and IET (Initiation and Engagement of Alcohol and Other Drug Abuse or Dependence Treatment) metrics.

ACTION PLAN: Health integration project aimed at increasing communication between mental health and physical health providers continues (sending medication clinic progress notes, requesting CPEs). Utilizing all resources from Value Network to address metrics and improve overall health

measures. Harmonia CC clients will be asked to complete MMAS-9 survey to assist with exploring medication adherence solutions. Initiation and Engagement of Alcohol and Other Drug Abuse or Dependence Treatment education/training will be provided to staff. Continue to strength collaboration with local CD clinic, TLC.

Megan Brautlacht

Megan Brautlacht, LMHC
Director of Mental Health Clinics