

## OUTPATIENT LEARNING COMMUNITY

### Family Engagement Work Group

October 25, 2010

### Minutes

**PARTICIPANTS:** Catherine Corto-Mergins/The Village; Christine Dauser/Yale Child Study Center; Ellen Colocciz/Middlesex Hospital; Dee Jackson/CGC of Greater Bridgeport; Hal Gibber/FAVOR; Jacqueline Harris/DCF; Jennifer Nadeau/CHR; Joann Maben/US; Lois Berkowitz/DCF; Lou Ando/CSSD; Marcy Kane/Wellpath; Paloma Dee/NAMI-CT; Ava Hart/Middlesex Hospital; Sherry Perlstein/CGC of Southern CT; Cliff Johnson/CCGC; Doriana Vicedomini/CBHAC/CAAC; Hillary Teed/CCPA; Dina Anderson/CMHA; Dorothy Contrastao/FAVOR; Kim Monahan/CHH Center for Youth & Families; and Marilyn Cloud/DCF.

1. Introductions were made and new members welcomed.
2. Marilyn Cloud presented the research findings and training developed by Dr. Mary Mckay/Mt. Sinai Medical School relating to evidence-based protocols for improving engagement and retention of children and families in mental health care. Please refer to attached PowerPoint Presentation for details.
3. Some participants expressed concerns about the practicalities of implementing these protocols during the first telephone and follow-up first interview appointment phase of intake, due to the licensing regulations, Medicaid requirements, "paperwork" and other burdens that clinicians face. Some noted that there is no time for a 30 minute initial telephone contact, for example, due to case volume and state/federal requirements. Further, the mandatory requirements which are a priority interfere with a family-centered practice approach. Example: how to develop a "family-friendly" treatment plan that meets medical necessity requirements for Medicaid.
4. Some participants suggested asking Dr. Mackay to provide some guidance on how to integrate these protocols into the realities of the "real world" of clinic practice. We could send her a list of requirements and/or a packet of intake materials, seeking advice on how to streamline and make these more family-friendly. Or we could focus more closely on process questions and developing necessary skills through training, rather than only review mandates and related paperwork, which is probably quite similar across outpatient clinics in other states. It was noted that how each clinic decides to gather the required information requires flexibility due to differences across clinics, i.e. some clinics' forms are for multiple programs; some clinics have unique certifications or accreditations.

5. It was agreed that Marilyn will contact Dr. Mackay to determine if she can participate in a telephone consultation with the work group at the next meeting to discuss these issues and how they are incorporated into the training,
6. It was agreed that Marilyn will find a reference (clinic or set of clinics) who participated in the LC a year or more ago and can share their experiences.
7. There was some discussion about the training itself.... Pros and cons were noted for having monthly telephone consultations versus in-person sessions. Time, travel and expense are avoided, but some find this type of forum difficult.
8. We reviewed intake packets from 7 clinics to ascertain what aspects seemed family-friendly and what aspects might be burdensome or "turn offs." Please refer to attached document - Review of Intake Packets for details.
9. We agreed to develop a list of mandatory "paperwork" requirements for all clinics, then to examine non-mandatory forms/materials that are similar and can be compared across clinics to identify best features, etc.
10. Next meeting dates are:
  - **11/22**
  - **12/20 and the fourth Monday of every month next year (1/24; 2/28; 3/28; 4/25; 5/23; and 6/27)**

All meetings will be held at **Connecticut Valley Hospital, Page Hall Room 217 in Middletown from 9:30 AM to 11:30 AM.**

**PLEASE MARK THE DATES IN YOUR CALENDAR!**