

Mental Health

PROGRAM/PLANNING & QI COMMITTEE

MINUTES

Tuesday

APRIL 2, 2002

PRESENT: Edward Berghorst, Mark Bombara, Joyce Kortman, James Mc Dowall, Kristine Nale, Veronica Persenaire

STAFF: Gerry Cyranowski, Sue Buist, Greg Hofman, Gloria Pelon

CALL TO ORDER - Chairperson

Veronica Persenaire, Chairperson called the April 2, 2002 meeting to order at 12:37pm.

APPROVAL OF MINUTES of March 5, 2002

Motion: To approve the Minutes of March 5, 2002.

Moved by: Mc Dowall

Supported by: Bombara

MOTION CARRIED

APPROVAL OF AGENDA of April 2, 2002

Motion: To approve the Agenda for April 2, 2002.

Moved by: Mc Dowall

Supported by: Kortman

MOTION CARRIED

CMH STAFF PRESENTATION

As the meeting was held at the Lakeshore Clubhouse, Mr. Matt Jachalke, welcomed committee members and invited members to enjoy their lunch which was prepared by Clubhouse members.

Mr. Jachalke provided an overview of the day to day happenings at the Clubhouse. He explained that there is a Maintenance Unit that performs cleaning duties, prepares breakfast and lunch on a daily basis. This offers Clubhouse members the opportunity to learn new skills and prepares them for outside employment. The Clubhouse has a full time Employment Specialist, which is the connection to Kandu.

Mr. Jachalke explained that he primarily offers Clubhouse members with housing assistance, i.e., looking for housing, moving, etc.

The Administrative unit provides clerical assistance, prepares the monthly newsletter, takes minutes at the Clubhouse morning meetings and planning meetings.

Mr. Jachalke stated that a tour of the Clubhouse will take place after the meeting.

Kelly Sall, Consumer Services Coordinator, provided an overview, a display of information and answered questions regarding CMH's Consumer Services.

Ms. Sall explained that informational brochures and resource materials are available through a Clearinghouse system maintained by Consumer Services. She stated that CMH has established a Speakers Bureau and Ambassadors Club, which also is coordinated through the Consumer Services program.

There are two wellness initiatives being offered by CMH:

Working closely with the Center for Women in Transition to provide early intervention to children exposed to domestic violence.

Respite services which will reduce the number of out-of-home placements for children with developmental disabilities and severe emotional disturbance.

Ms. Sall distributed the CMH Member Handbook. Ms. Cheri Parks complimented Ms. Sall on the development of this handbook and noted that CMH received recognition for best practices.

Ms. Sall shared that an informational report card, which provides the scores from Consumer Satisfaction Surveys, are placed in waiting rooms and sent to family members/guardians upon request.

Committee members expressed their appreciation of the information presented; with Mr. Mc Dowall stating that he looks forward to seeing how the program will continue to grow.

QUALITY IMPROVEMENT

Performance Indicators

Mr. Hofman explained that due to the MDCH/AFP site review, the Leadership Group Meeting scheduled for March 19, 2002 was cancelled; therefore, no quarterly reports were available for today's meeting. The Performance Indicators/Quarterly Reports for: Medication Committee, Peer Review Committee and Utilization Management Committee were deferred to the May 7, 2002 Program/Planning and QI Committee Meeting.

Update: Clinical Care Committee

Deferred to the May 7, 2002 Program/Planning & QI Committee Meeting.

PLANNING

Discussion Item: Change in Focus of Community Based Experience Program

Mr. Cyranowski stated that the Community Based Experience (CBE) is a skill building program for consumers with developmental disabilities. They are transported from their group home to the James Street Complex for this program three to five days per week.

Mr. Cyranowski explained that the CMH Executive Team has been reviewing the current Community Based Experience (CBE) Program; looking at possible restructure. He noted that the Executive Team's recommendation is to increase residential services within the consumers' home versus, their daily attendance at CBE. This recommendation has been discussed with the CBE supervisor and received with support.

Four residential homes have been reviewed: Oaklane and Grand both located in Grand Haven; and

Settlers and Felch in the Holland area. Twenty-two (22) consumers have been identified as possible candidates to receive increased residential services within their home. These are high risk individuals who are medically fragile. The goal is to reduce risk to the consumer, while assuring the PCP (Person-Center-Plan) is appropriate to their needs.

Mr. Cyranowski stated that he wants to proceed cautiously; stating that for this to be successful, CMH will need assurances that all consumers' special needs will be met, that safe guards are in place, and, guardians/families are comfortable with this concept. Ms. Kortman and Ms. Persenaire expressed their concern and strongly recommended caution as to not withhold community involvement.

Ms. Buist noted that both Heritage Homes and MOKA have been contacted and have embraced this concept enthusiastically.

Mr. Hofman stated that this concept has been discussed with other counties, with some boards implementing this concept with success. He noted that performance indicators will need to be part of the contracts with MOKA and Heritage Homes; with outcomes measured by the review/audit process.

Mr. Cyranowski stated that he is unsure at this time how this will affect staffing, noting that there will be savings in transportation costs; with home care costs increasing.

Mr. Cyranowski will keep the committee informed.

OLD BUSINESS

Updates from March 5, 2002 Program/Planning & QI Committee Meeting:

Staff Development Committee

Performance Indicator #4 - Group home staff complete required training within 60 days of hire

Mr. Hofman stated that since the 3/5/02 meeting, 34 out of 35 residential homes have verified training.

Ms. Parks noted that one home is no longer in operation. A baseline has been set at 87% and now will be tracked. Mr. Mc Dowall was appreciative of the follow through and update.

Consumer Advisory Committee

Performance Indicator #4 - Complaints response within two days

Mr. Hofman stated that after discussion with Ms. Parks, Recipient Rights Officer, regarding annual reporting of this indicator versus monthly reporting; the decision was made to continue tracking this indicator and report monthly.

NEW BUSINESS

Mr. Cyranowski was pleased to announce that Dr. Zia Khan has been hired as a full time CMH employee. Dr. Khan comes from Hackley Hospital, their former Medical Director of Outpatient Services. His start date is scheduled for May 13, 2002. With the addition of Dr. Khan, CMH will have two full time psychiatrists; two part time child psychiatrists (one provides 8 hours per week; the other 5 hours per week); and Dr. Walters who provides two days per week. Contract with locum tenens doctor will end on May 9, 2002.

Committee members complimented Mr. Cyranowski on the hiring of two full time psychiatrists.

ROUND TABLE

Committee members and CMH staff thanked Clubhouse members for the great lunch.

ADJOURNMENT

Ms. Persenaire adjourned the April 2, 2002 meeting at 1:29pm.

Following adjournment, Clubhouse members provided a tour of their facility.