

**Consumer Advisory Committee
Minutes
Board Conference Room, Building A-1
March 10, 2003**

Members Present: Donna Elston, Toby Fowler, Wendy Johnson, Kristi Nale, Marie Ready, San-Dee Stradley, James Veling

Members Absent: Rosalie Austin, John Bayer, Sue Buist, Fern Palma, Lucile VanKoevering

Staff Present: Gentry Mohr, Mary Moore, Pat O'Rourke, Cheri Parks, Erin Rotman, Kelly Sall, Tracy Taylor

Guests: Joyce Kortman, Lisa Boes

I. Review/Approve Agenda

- The proposed agenda was approved with one addition. Pat O'Rourke asked for comments and input on the proposal for the Access Center Plan.

II. Review/Approve Minutes

- February 10, 2002: The minutes were approved as presented.

III. Reports

A. Recipient Rights

1. HCH: Gentry reported for HCH. They had nine complaints and sixteen allegations. The allegations were all handled as interventions and all were resolved. There are currently no investigations and no open complaints.
2. CMH: Gentry reported that in November three complaints were opened and four were closed. Of the closed complaints, all but one was substantiated. In December, there were 2 complaints opened and two closed. The closed cases were both substantiated. In January, seven complaints were opened and six were closed. Of the closed complaints, there were seven allegations. Three were resolved and four were substantiated.

B. Provider Report Card

- Cheri Parks reported on the Provider Report Card. The contract for Smith, Haughey, Rice & Roegge (attorneys) will be extended for a year.
- The contract for Victor Willyard (pharmacist) is under review and CMH is currently negotiating a rate.
- Macomb-Oakland Regional Center, Heritage Homes in-home respite,

and Kandu Industries contracts will be extended. They are currently all under negotiation.

C. Consumer Comments

- Kelly Sall reported on the three consumer comments from February that need action. One comment was a request for more children's magazines at the Fulton Street office. Currently, James Street has three children's magazines, while Fulton, Hudsonville, and Coopersville have only two. The members recommended making the magazine selection consistent in all outpatient offices. Kelly will look into that. The second comment was regarding a complaint from the Drop-in Center. Kelly reported that there is a process in place for consumers to follow when someone has a complaint. This issue will be followed up by Rick Hunter. The third comment was regarding a caller who felt she was treated rudely by the Access Center. Cheri followed-up with the Access Center and has tried contacting the caller three times. She hopes to have this issue resolved by next month.

D. Service Authorization Data

- Cheri reported on the Service Authorization Data from the first quarter. She explained the categories and noted that the numbers were fairly consistent compared to previous quarters. Members said this information was helpful and the format was good.

E. State Performance Data

- Tracy Taylor reported on the State Performance Data for the first quarter. Overall, CMH is doing very well.

F. QISMC

- Mary Moore reported on the QISMC graphs that were attached to the agenda.
- Gerry Cyranowski has been meeting with teams regarding the low compliance in general.
- The Medical Records Committee will be meeting in March to discuss the possibility of monitoring and reporting to prescribers their coordination with primary care physicians when medication is significantly changed.
- The Medical Records Unit will be conducting a focused review of crisis admissions to determine possible strategies for improvement.
- Members requested a presentation on the interventions planned for improving the rate of referrals to the primary care physicians. Mary will look into this for the May meeting.

IV. Break: The Committee took a ten-minute break.

V. Old Business

A. CBE Update

- This was deferred to the April meeting.

VI. New Business

A. Catholic Social Services (External Facilitators)

- Lisa Boes, volunteer coordinator at Catholic Social Services (CSS), presented on external facilitators. She reported that the State is now requiring CMH to provide consumers with a choice of external facilitators for Person-Centered Planning meetings. Currently, meetings are primarily being led by the Case Manager or Supports Coordinator. CSS was contracted by CMH to recruit and train external facilitators. Lisa said that CSS is almost ready to recruit volunteers through brochures, flyers, public speaking, and public announcements. She plans to have a directory of facilitators to give to consumers to help them select who they will ask to facilitate their Person-Centered Planning meeting.
- Members asked what the qualifications were to be a facilitator. Lisa said that facilitators must be a minimum of 18 years old, have a good standing with the law, have a good background check with protective services, communicate well enough to run a meeting, and not be employed by CMH or have other potential conflicts of interest.
- Currently, Lisa has three people interested in becoming facilitators and hopes to have them trained in about a month. Lisa said if anyone is interested they can call Lisa at CSS or Cheri Parks at CMH.

B. Addition: Input on the Access Center Plan

- Pat O'Rourke asked members to give him input on the Access Center Plan. He needs to submit a proposal for the Access Center Plan in April that includes MI and DD services. Pat reported that Access Center staff are the starting point for new consumers and they ask questions to determine eligibility for services. They then authorize the amount and type of service the individual will be receiving.
- Pat explained most new consumer assessments are done over the phone with some walk-ins at the Holland Outpatient Center. When members asked why only at Holland, he explained that the Access Center is located in Holland and the demand for Access Center staff in other locations is very low.
- Members recommended sending a survey to consumers who began services within the last six months. They also recommended having a "secret shopper" call and request services. Pat handed out the intake

questions that staff ask new individuals and he welcomed members to sit in on the meetings he will have with the staff. Both Donna and James volunteered. Pat will come to the CAC meeting in April for an update.

C. QI Indicator - Consumer Involvement

- Cheri presented a report of consumer involvement at CMH. In January there were a total of 23 hours of consumer involvement including 16 hours for the CAC, 2 hours for Consumer Services, and 5 hours for Family Support Services. The committee approved the following wording for the indicator: "The level of consumer participation in CMHOC in the areas of quality improvement, consumer services, policy making, and service and program planning will increase this calendar year by 25% over the baseline participation in January of 23 hours. The consumer will be defined as either a primary or secondary recipient of mental health services".
- Members asked how volunteer opportunities were advertised. Cheri reported that CMH has a volunteer coordinator, Sue Gruessing, who screens individuals to find the "best fit". Cheri will ask Sue to report in April how she recruits community members.

D. HIPAA Privacy Statement

- This was deferred to the April meeting.

VII. Next Meeting

Monday, April 14, 2003
1:00 p.m. - 3:00 p.m.
Board Room

Erin Rotman
Recorder