

**Consumer Advisory Committee
Minutes
Board Conference Room, Building A-1
June 9, 2003, 1:00 - 2:45 p.m.**

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

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

Staff Present: Renie Geary, Gentry Mohr, Cheri Parks, Ruth Raad, Erin Rotman, Tracy Taylor

Guests: Christine Lazaridis, Jean Osterhaven, Amy Sterk

I. Review/Approve Agenda

- The proposed agenda was approved with one addition. Cheri asked to add the following agenda item: CAC Summer Schedule.

II. Review/Approve Minutes

- The minutes from May 12, 2003, were approved as presented.
- QISMC Follow-up: Cheri reported that the reason one benchmark is placed at 50% instead of 100%, is because getting 100% coordination with primary care physicians is not realistic. Many consumers do not have primary care physician and others don't require coordination.

III. Reports

A. Recipient Rights Report

1. HCH

- Semi-Annual Report: Jean Osterhaven reported that between October 1 and March 31, there were 10 complaints and 18 allegations filed. One of those allegations was investigated, the others were handled as interventions. This report has been sent to the State.
- Quarterly Report: Since March 31, there have been two complaints filed. Neither were substantiated.
- Jean explained the meanings of interventions and investigation.

2. CMH

- Gentry reported on the CMH Recipient Rights report since

February.

- February: Opened one case and closed three.
- March: Opened five cases and closed three.
- April: Opened one case and closed two.

B. Provider Report Card

- Cheri Parks reported on the Provider Report Card.
- The contract for the Mack E. Foundation will be renewed if recommendations are completed.
- The contracts for Physical Therapy Services, Gerontology Network, Pine Rest Christian Homes, and HHS are recommended to be renewed.

C. State Performance Data

- Tracy Taylor reported on the state performance data through March 2003. Overall, the indicators were up. Tracy pointed out new indicators where the data will be calculated by the State.

D. Consumer Comments

- Cheri reported that there were no new consumer comments since the last meeting.

E. CAC QI Report

- Cheri reported on the indicators between January and March. Overall, all indicators are on track.
- Indicator number one regarding documentation, should be at 100% now but at the time of reporting it was not.
- Indicator number four, regarding satisfaction, is lower than the previous year, but it still represents ratings of good or excellent services.
- Indicator number five, regarding HIPAA compliance, is very important. No reported problems during this quarter. Recipient Rights will be auditing the two CMH Clubhouses in June to merge HIPAA requirements with the Clubhouse model.

IV. Old Business

A. CBE Update

- Cheri reported that there is nothing to report regarding CBE. Amy Sterk reported that The Town Meeting Coalition will be meeting tonight.

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

VI. New Business

A. OBRA Presentation

- Renie Geary reported on OBRA services. She reported that the OBRA program began 12 or 13 years ago to ensure that people in nursing homes needed skilled nursing care. Renie explained that to begin this process, an initial assessment is done at the hospital by a contracted person. A team of CMH staff then does assessments annually or if there is a significant change. OBRA coordinators then summarize and send the information to the State. She reported that if a person would like regular outpatient services and they are well enough to come in, they would need to go through the Access Center. Members were wondering if there were education opportunities for nursing homes regarding OBRA. Cheri reported that nursing homes can contact Kelly Sall and ask for a speaker from the speaker's bureau.

B. DCH Update

- Cheri reported that the DCH surveyed Muskegon and Ottawa Counties in May. She reported that they had many favorable comments and overall scored well. Some corrective action plans will need to be written within the next 30 days.

C. Emergency & Security Info for Consumers

- Cheri reported that the Environment of Care Committee recommended that the CAC review the emergency and security information that is included in the orientation packet. Members recommended that the information be posted in homes, in the Consumer Newsletter, and be separated into different pieces. Cheri will discuss these recommendations with Kelly Sall and Consumer Services.

D. Membership Application

- Cheri reported that a previous member, John Etwiler, would like to be a member on the Committee again. The Committee recommended that his application be submitted to the Board for approval.

E. Requested New Topics

- Members were interested in learning more about the changes from the State.

F. ADDITION: Cheri asked members if they would like to continue with the meeting schedule through summer or if they would like to take a break for a month. Members recommended that we stay on schedule through the summer.

VII. Next Meeting

Monday, July 14, 2003

1:00 p.m. - 3:00 p.m.

Board Room

Erin Rotman

Recorder