

Ottawa County Mental Health

PROGRAM/PLANNING & QI COMMITTEE

MINUTES

Tuesday

MAY 6, 2003

PRESENT: Edward Berghorst, Mark Bombara, Kellye Slaggert, Kristine Nale, Veronica Persenaire

EXCUSED: Joyce Kortman

STAFF: Sue Buist, Greg Hofman, Gloria Pelon, Jennifer Luzum

CALL TO ORDER - Chairperson

Veronica Persenaire, Chairperson called the May 6, 2003 meeting to order at 12:30pm.

APPROVAL OF MINUTES of April 1, 2003

Motion: To approve the Minutes of April 1, 2003.

Moved by: Berghorst

Supported by: Bombara

MOTION CARRIED

APPROVAL OF AGENDA of May 6, 2003

Motion: To approve the Agenda for May 6, 2003.

Moved by: Nale

Supported by: Berghorst

MOTION CARRIED

CMH STAFF PRESENTATION

Mr. Patrick O'Rourke, Program Coordinator, Access Center and Crisis Services of CMHOC; distributed information, provided an overview and answered questions regarding Jail Services and Jail Diversion.

Mr. O'Rourke shared that CMHOC provides jail mental health services and jail diversion services. Over the past six months the following activities occurred:

- 36 crisis evaluations have been completed
- 185 jail screenings completed. The screenings are scheduled at the request of the jail and by the medical staff person, who has expertise to determine need. The screenings are completed by a mental health clinician from the CMHOC Crisis Team.
- 162 adult outpatient services provided. CMHOC clinician provides jail based mental health

services. Jail personnel may bring individual(s) to the James Street Outpatient Clinic for medication review services.

Jail Diversion Services provided from April 2001 through April 2003:

26 individuals identified as being jail diversion candidates; 8 were diverted. Criteria to be met to receive jail diversion services include; being charged with a non-violent felony, a misdemeanor and requires diagnosis of a serious mental health disorder.

Services provided to the Juvenile Detention Center:

- Evaluation for suicide potential. Determine if juvenile is at low, moderate or high risk.
- Follow-up assessment provided if juvenile is determined to be high to moderate risk.

Mr. O'Rourke also shared that no standard weekend services are provided; only services requested through contact with the CMHOC Crisis Team. Services are provided to the county jail without charge, as mandated by MDCH.

Mr. O'Rourke noted that numerous training with the staff at the Ottawa County Sheriff's Department and the Holland Police Department have occurred. Ms. Persenaire questioned whether Mr. O'Rourke would be attending the upcoming training on jail diversion. He noted that he will be attending this training on Thursday, May 8, 2003 in Lansing. Ms. Persenaire requested that Mr. O'Rourke survey other counties to see if they are reimbursed for jail services when providing mental health/jail diversion services. Ms. Buist will report the findings at the Program/Planning & QI Committee meeting to be held on June 3, 2003.

Mr. O'Rourke stated that it has been very beneficial to have the opportunity for dialogue and communication by attendance at quarterly meetings at the Sheriff's Department. Attendees include the Lieutenant from the Ottawa County Jail; Lieutenant from the Road Patrol; Mr. Ron Franz, Prosecuting Attorney and CMHOC staff. It was noted that attempts are being made to establish access to the jail data base to assist in communication prior to emergency/crisis calls.

Committee members expressed their appreciation of the information provided; stating it was interesting and informative.

QUALITY IMPROVEMENT

Behavior Management Committee - Performance Indicators

Mr. Hofman reviewed and answered questions regarding the Behavior Management Committee Quarterly Report.

Mr. Hofman noted a positive trend; with good accuracy in Service Plans from professional staff.

Information System Committee - Performance Indicators

Mr. Hofman reviewed and answered questions regarding the Information System Committee Quarterly Report.

Mr. Hofman shared that a process of education and follow up has resulted in much improved data being sent to MDCH. He noted that the Information System Committee is very pleased with the results. He stated that he has been meeting with support staff to answer their questions; noting that

they are committed and enthused to assist in this endeavor.

Ms. Persenaire stated that this is one of the best reports and complimented staff on this accomplishment.

Due to HIPAA regulations/administrative simplification process, by October 2004, all CMHs will be required to submit all data to insurance companies and MDCH via electronic submission. Mr. Hofman stated that the request for a computerized medical record system is in the review process at this time.

Environment of Care Committee

Mr. Hofman reviewed and answered questions regarding the Environment of Care Committee Quarterly Report.

A tornado drill was done in April 2003 for the 12265 James Street office. Preliminary findings indicate that staff need some retraining. Another drill will be run.

The Security Committee met with staff at the larger facilities, discussing the security plan and talking through potential security incidents.

State Comparative Data Through March 2003

Mr. Hofman distributed an updated report regarding the State Comparative Data Through March 2003. This report was reviewed and Mr. Hofman answered questions.

Mr. Hofman noted that per the Committee's request, actual number of consumers served has been added to each Performance Indicator.

Mr. Hofman pointed out the statistics on recidivism; 18.2% for children and 22.8% for adults. He noted that the Utilization Management Committee will complete individual reviews of each person readmitted and the Committee will make recommendations.

Indicator #20d: Access Penetration Rates - Hispanic Americans:

Ms. Persenaire requested a breakdown of how many individuals were actually served by CMHOC and how many individuals were actually served by El Centro. Mr. Hofman will provide this update at the Program/Planning & QI Committee meeting to be held on June 3, 2003.

Indicator #28: Access - Second Opinions:

Mr. Hofman will provide further clarification at the Program/Planning & QI Committee meeting to be held on June 3, 2003.

PLANNING

None

OLD BUSINESS

Correction: Utilization Management Committee

Mr. Hofman provided, at the Committee's request, a correction to the Utilization Management Committee Report from the April 1, 2003 Program/Planning & QI Committee meeting. Mr. Hofman explained that the missing information was due to a faulty printer.

NEW BUSINESS

Update: JCAHO Preliminary Survey Findings Report

Ms. Buist reviewed and answered questions regarding the Preliminary Survey Findings Report. This was the result of the April 28, 2003 unannounced survey; which was in follow up to last years Behavioral Health Care Accreditation Program Survey. Ms. Buist noted that this random unannounced visit was the second time in seven years for CMHOC.

Ms. Buist pointed out that the April 28, 2003 Preliminary Report revealed:

Out of the thirty four (34) functions surveyed, CMHOC received a rating of "1" (evidence of good compliance) on thirty-two (32) items.

Received a rating of "2" (evidence of acceptable compliance) on:

Initial Screening and Clinical Assessments

Corrective action will be to utilize the Health Screening Tool, which will be added to the initial screening packets.

Medication Use

Corrective action will be to list current medications and allergies and fax to the pharmacy for review for counter indications.

Ms. Buist stated that Surveyor, Barbara Hansen, was very complimentary of CMHOC services and staff.

ROUND TABLE

None

ADJOURNMENT

Ms. Persenaire adjourned the May 6, 2003 meeting at 2:00pm.