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**APPROVED
OTTAWA COUNTY
COMMUNITY MENTAL HEALTH
CONSUMER ADVISORY COMMITTEE**

**Monday, October 11, 2004 1:00 PM
CMH Building A - Board Room**

Members Present: Sue Buist, Donna Elston, Wendy Johnson, Elizabeth Motman, Kristi Nale, Marie Ready, Lucile VanKoevering, James Veling

Members Absent: John Bayer, Matt Carl, Beverly Chavez, Laura Petroelje, San-Dee Stradley

Staff Present: Kathy Coffey, Brigi Ellis, Cheri Parks, Erin Rotman, Tracy Taylor

I. Review/Approve Agenda

- A. The proposed agenda was approved with no changes.

II. Review/Approve Minutes

- A. The minutes from the meeting on September 13, 2004, were approved with no changes.

III. Reports

A. Provider Report Card

1. Kathy Coffey reported on contracts that will be going to the Board in October.
2. The contracts for Wedgwood Christian Services and Jerry Dils will be renewed. The Committee discussed these contracts.

B. PCP Checklist

1. Tracy reported on the PCP checklist for July 2004 through September 2004. Thirty one consumers responded. She reported that CMH received only two "no" responses. Of those, one had an explanation and the other is being followed up on.
2. Members asked if consumers know what an external facilitator is, and Tracy explained that CMH sends written information about it prior to consumers' PCP meetings.

C. CMH Recipient Rights Report

1. July 2004: Cheri reported that CMH opened six cases and closed five. Of the closed cases, there were three formal complaints and two appeals.

2. Cheri reported that during the month of July, CMH received 230 Incident Reports, held two four-hour training classes, and held two one-hour training classes. She reported that all Kandu staff and new outpatient contract providers have been trained.

D. Service Authorization Data

1. Sue presented and explained the Service Authorization Data Report for April through September. The Committee reviewed and discussed this report.
2. Sue reported that the most significant difference on this reporting period is the increase in appeals and second opinions. She reported that this is likely due to educating consumers.
3. In response to a question, Sue reported that the Tribunal is a legal proceeding that involves administrative law judges from Lansing. The Committee discussed different aspects of the Tribunal.

IV. Break: The Committee did not take a ten-minute break.

V. Old Business

- A. Requested New Topics: No new topics were requested.

VI. New Business

A. Crisis Planning Presentation

1. This presentation was deferred to the November meeting.

B. Mental Health Commission Report

1. Cheri reported that the Mental Health Commission had a draft of numerous recommendations. Three of these recommendations included restructuring to have only 18 Mental Health Boards in Michigan, requiring all CMH boards to become authorities, and separating Recipient Rights Offices from CMHs. All three were rejected by the Mental Health Commission and were not contained in the final report to the Governor. The members discussed these recommendations.

C. Nominations for Officers

1. The Committee discussed the roles of the Chair and Vice Chair and voted on the Officers. The final results of the votes are as follows:
 - a. Chair – Elizabeth Motman
 - b. Vice Chair – Kristi Nale

D. PCP Satisfaction Survey

1. Cheri reported that Leadership Group asked the CAC Committee to look at the current PCP Satisfaction Survey form and make recommendations for improvement.
2. The Committee reviewed the form and the PCP process. Members recommended the following:
 - a. Add the question "Are you comfortable talking about problems or concerns at your PCP

meeting?"

- b. Add the question "Would you like follow up or the results of this survey?"
- c. Try consumer follow-up phone calls on a trial basis to see if CMH is able to get additional helpful information.

3. Cheri will bring the recommendations to the next Leadership Group meeting.

E. CARF Accreditation

1. Sue reported that CMHOC currently has Joint Commission on Accreditation for Healthcare Facilities (JCAHO) accreditation, but will be switching to Counsel on Accreditation for Rehabilitation Facilities (CARF) in the spring of 2005.
2. A CMH committee is currently evaluating what programs should be accredited. Sue reported that when the programs are decided, each will need at least six months of data.
3. A benefit of CARF is that it has a more program-oriented focus. Sue reported that overall, CMHOC has improved since first being accredited.
4. Sue will update the committee at the November meeting on which programs will be accredited.

VII. Next Meeting

Monday, November 8, 2004

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

A Building, Board Room

Agenda

- I. Review/Approve Agenda
- II. Review/Approve Minutes:
 - A. September 13, 2004 (Attachment A)
- III. Reports
 - A. Provider Report Card (Attachment B)
 - B. PCP Checklist (Attachment C)
 - C. CMH Recipient Rights Report
 - D. Service Authorization Data
- IV. Break
- V. Old Business
 - A. Requested New Topics

VI. New Business

- A. Crisis Planning
- B. Mental Health Commission Recommendation
- C. Nominations for Officers
 - 1. Chair
 - 2. Vice Chair
- D. PCP Satisfaction Survey (Attachment D)
- E. CARF Accreditation
- F. CMH Board Minutes (Attachment E)

VII. Next Meeting:
November 8, 2004
1:00 p.m. - 3:00 p.m.
Board Room