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

**Monday, December 13, 2004 1:00 PM  
CMH Building A - Board Room**

Members Present: Sue Buist, Donna Elston, Wendy Johnson, Elizabeth Motman, Kristi Nale, Laura Petroelje, San-Dee Stradley, Lucile VanKoevering, James Veling

Members Absent: John Bayer, Matt Carl, Beverly Chavez, Marie Ready

Staff Present: Rick Eisen, Gentry Mohr, Erin Rotman, Kelly Sall, Tracy Taylor

Guest Present: Kris Kamper

I. Review/Approve Agenda

A. The proposed agenda was approved with no changes.

II. Review/Approve Minutes

A. The minutes from the meeting on November 8, 2004, were approved with no changes.

III. Reports

A. Recipient Rights

1. HCH Annual Report: Kris Kamper reported on the Holland Community Hospital Annual Recipient Rights Report. During FY 03/04, there were 23 complaints that involved 23 allegations. Of those, nine allegations were investigated. The Committee reviewed and discussed this report. Kris explained that this report covers complaints for the inpatient psychiatric unit, not the outpatient sites. In response to Committee members' questions, Kris reported that the inpatient unit has 12 beds and the average stay is seven days.
2. HCH Quarterly Report: Kris reported that there have been no new complaints this quarter.
3. CMH: Gentry reported that in October she opened eight cases and closed six, and said that most cases were substantiated. In November, she opened six cases and closed two. The Committee reviewed and discussed the reports.
4. Evaluate CMH Monthly Report: Members requested that Gentry continue to do CMH Recipient Rights reports on a monthly basis, since the volume of complaints is high. The Committee recommended reviewing this again in six months.

B. Provider Report Card

1. This report is deferred to the next meeting.

C. Consumer Comments

1. Kelly reported on the comments that she received from consumers over the past two months. Members discussed the report and asked if RSBC found a guitar. Kelly said they have not yet, but they are looking into it.

D. Performance Indicators

1. Tracy reported on the Performance Indicators through September 30, 2004. She noted that the results were very positive, but there were three indicators that fell below the State benchmark. They are as follows:
  - a. Indicator 3d – Timeliness: One DD consumer was not seen within 14 days of starting services.
  - b. Indicator 4 – Access: One person was not seen.
  - c. Indicator 5a – Quality of Life: One out of five consumers was re-admitted into an inpatient psychiatric unit within 30 days of discharge.

Members discussed the performance indicators with Tracy and requested more information on the outliers.

E. 2004 MI Satisfaction Survey

1. Tracy reported on the 2004 MI Satisfaction Survey. She received a total of 67 responses, approximately 100 less than previous years. Overall the results were positive. Tracy presented the information to members over time, by question, and by location. Follow up is done for those who leave their name and contact information on the survey. Members reviewed and discussed the results of this survey.

F. 2004 DD Respite Satisfaction Survey

1. Rick Eisen reported on the 2004 DD Respite Survey. Rick explained that there have been changes made to the respite program by the State due to the program being a newly-covered service through Medicaid. The changes include registering respite providers, paying respite providers directly, parents/ guardians completing a respite needs survey, and a cap on the per hour/day respite amount. Rick and the members discussed these changes and Rick explained the registering and reimbursement process.

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

V. New Business

A. Tour of the Consumer Library

1. Kelly gave members a tour of the new consumer library.

B. Weight Management Computer Program

1. Kelly reported that Eli Lilly, a pharmaceutical company, has created a website that is available to CMHs that provides health education answers. She reported that it is an interactive program and will be set up for use in the consumer library.

C. CARF Presentation: Accessibility Survey

1. Sue reported that CARF is requiring CMHOC to create and conduct an accessibility survey to determine the accessibility of the agency. Some examples of accessibility include the following:
  - a. Can you get around CMH facilities?
  - b. Do you know who CMH is and what services CMH provides?
  - c. If your primary language is other than English, do you know that translation can be provided?
2. Sue explained that this survey will be given to a random sample of consumers and stakeholders and will be conducted by Mary Moore and Cheri Parks. Sue reviewed the current draft of the survey with members and asked for changes, comments, and questions. The Committee discussed the survey and recommended changes.

D. DCH Annual Site Survey Report

1. Sue reported that DCH surveyed CMHOC in August. CMH received the final report and sent the Plan of Correction to Muskegon today. Sue explained that the report required corrections to issues that were not talked about in August, and there were 15 items where CMH requested DCH to site the case record where the deficit was found. The Affiliation Council will review the plan on Friday and will then send it to Lansing.
2. Members asked Sue to bring the Plan of Correction to the CAC meeting in January.

E. Diversion from Inpatient Care

1. Sue reported that Diversion from Inpatient Care is a two-year project that looks at consumers who ask for inpatient hospitalization but upon evaluation are diverted by CMH to other services. The purpose of this project is to determine if the diversion is working for them. This project is measured by follow up and satisfaction with follow up services. Members discussed this project.

F. Meeting Frequency

1. Members were asked if they would like to change the meeting frequency from monthly to every other month. Members recommended continuing meeting monthly.

G. Topics for Next Agenda

1. CMH Plan of Correction to DCH
2. Updated Accessibility Survey
3. Input on MI Satisfaction Survey

VI. Next Meeting

Monday, January 10, 2005  
1:00 p.m. - 3:00 p.m.  
A Building, Board Room

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## Agenda

- I. Review/Approve Agenda
- II. Review/Approve Minutes:
  - A. November 8, 2004 (Attachment A)
- III. Reports
  - A. Recipient Rights Report
    - 1. HCH (Annual Report)
    - 2. CMH
    - 3. Evaluate Monthly CMH Report
  - B. Provider Report Card (Attachment B) – Kathy
  - C. Consumer Comments (Attachment C) – Kelly
  - D. Performance Indicators (Attachment D) – Tracy
  - E. 2004 MI Satisfaction Survey (Attachment E)
  - F. 2004 DD Respite Satisfaction Survey (Attachment F) – Tracy
- IV. Break
- V. New Business
  - A. Tour of Consumer Library – Kelly
  - B. Weight Management Computer Program – Kelly
  - C. CARF Presentation: Accessibility Survey - Mary
  - D. DCH Annual Site Survey Report – Sue
  - E. Diversion from Inpatient Care (Attachment G) – Sue
  - F. Meeting Frequency
  - G. Topics for Next Agenda
  - H. CMH Board Minutes (Attachment H)
- VI. Next Meeting:
  - January 10, 2005
  - 1:00 p.m. - 3:00 p.m.
  - Board Room