

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

**Monday, January 10, 2005 1:00 PM  
CMH Building A - Board Room**

Members Present: Sue Buist, Elizabeth Motman, Kristi Nale, Marie Ready, San-Dee Stradley, Lucile VanKoevering, James Veling

Members Absent: John Bayer, Beverly Chavez, Donna Elston, Wendy Johnson, Laura Petroelje

Staff Present: Kathy Coffey, Gentry Mohr, Mary Moore, Cheri Parks, Erin Rotman, Kelly Sall, Stephanie Schaap, 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 December 13, 2004, were approved with no changes.

III. Reports

A. CMH Recipient Rights Report

1. CMH: Gentry reported that in December she closed two cases; one was substantiated and one had an appeal upheld. The Committee reviewed and discussed the cases.

B. Provider Report Card

1. Kathy reported on the contracts that went to the board in November and December. The contracts for Protocall and Comprehensive Professional will be renewed, and the contract for MOKA CLS will be extended.

2. Kathy reported that the following January/February contracts have been approved for renewal: Heritage Homes (29th Street), Hope Network Behavioral Health, Clubhouse Transportation, and Catholic Social Services (guardianship services).

C. Consumer Comments

1. Kelly reported that she did not receive any new consumer comments since the December meeting.

D. Consumer Services

1. Since October, Consumer Services has been working on the CMHOC Annual Report, art exhibit, report cards for satisfaction surveys, and the library. Kelly reported that the library will be opening around the end of January and will offer a wide range of information from textbooks to novels and videos. Currently, Consumer Services is working on the policies and procedures for the library. It will be open three days per week, five hours per day.

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

V. Old Business

A. Performance Indicators Outlier Update

1. Tracy reported that last month members requested additional information on performance indicators that fell below the State benchmark.

- a. Indicator 3d – Timeliness: One DD consumer was not seen within 14 days of starting services. This consumer was seen but was two days past the 14-day benchmark. Tracy is still trying to find the reason why this happened, and she will bring the information back next month.
- b. Indicator 4 – Access: One person was not seen. Tracy reported that this consumer was admitted and received an OBRA assessment. This consumer was seen in January and discharged in February. This indicator fell below the benchmark, because the information was probably not entered into the billing system at the time the report was created.
- c. Indicator 5a – Quality of Life: One out of five consumers was re-admitted into an inpatient psychiatric unit within 30 days of discharge. Tracy reported that in order to get more information on this consumer, a clinician will need to review the chart. Tracy will give the chart number to Sue, and Sue will bring the results of the chart review to the next committee meeting.

B. DCH Annual Site Survey Plan of Correction

1. Sue reviewed and highlighted the Plan of Correction that was sent to DCH. DCH reviewed CMH in August and sent the report on November 23. CMH completed the Plan of Correction and sent it back to DCH on December 17. The first column of the report lists what indicator was cited, the second column lists what needs to be corrected, and the third column lists how CMH plans to fix the citation. For several of the citations, CMH requested additional clarification.
2. The Committee reviewed and discussed the report.

C. Accessibility Survey – CARF Preparation

1. Mary Moore reported that she is working with Cheri in order to write an accessibility plan for CMHOC. The purpose of this is to determine obstacles to services and create a plan of how to overcome these obstacles. In order to do this, surveys have been given to CMHOC staff, stakeholders in the community, and primary and secondary consumers.
2. Mary reviewed the changes that were made to the survey and asked members to fill it out.
3. Mary will bring the final report to the committee when it is complete.

VI. New Business

A. MI Satisfaction Survey Recommendations

1. Cheri reported that Gerry Cyranowski requested input on the MI Satisfaction Survey. The survey is currently given out in outpatient and clubhouse programs two times a year.
  - a. Content of survey: Members discussed the content of the survey and questioned the necessity of similar questions (questions two and three; five and nine; and six and eight). For number 13, members recommended taking off the words “its services” so the question reads “How can Community Mental Health improve?” For number 15, members recommended having checkboxes for consumers to check regarding how long they have been receiving services. Members recommended splitting question 16 into the following two: “Would you like a summary of the results”, and “Would you like to be contacted”.
  - b. Distribution of survey: Members recommended giving incentives to consumers to get a higher response rate. Members also recommended doing the survey just one time a year or giving the survey to consumers during their PCP meetings on a one-month trial basis.
  - c. Cheri will discuss all of these recommendations with Greg Hofman.

B. Restraint and Seclusion Policy

1. Cheri reported on the changes made to the Restraint and Seclusion Policy. These changes were made in order to be in compliance with CARF requirements. Members reviewed and discussed these changes.

C. Topics for Next Agenda

1. Members did not have any topic suggestions for the next meeting.

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**Agenda**