

Approved Minutes
Community Mental Health of Ottawa - Consumer Advisory Committee
Building A-1 – Board Room
Monday, March 13, 2006
1:00-3:00 p.m.

Members Present: Paul Brinkman, Sue Buist, Elizabeth Motman, Kristi Nale

Members Absent: Angie Nettrour, San-Dee Stradley, Lucile Vankoeving, Donna Elston, James Veling

Staff Present: Kathy Coffey, Dana Gezon, Gentry Mohr, Kelly Sall, Tracy Taylor

Guest: Jen Mayo

I. Review/Approve Agenda

- A. The agenda was approved with the following change: under “Reports”, add Jen Mayo, Holland Hospital Recipient Rights Report.

II. Review/Approve Minutes

- A. The minutes from the meeting on February 13, 2006, were approved with no changes.

III. Reports

A. Contract Management

- 1. The contracts for Expert Care and Sam’s Place will be renewed.
- 2. The contract for MOKA will have Group Community Living Supports added.

B. Consumer Comments

There were four consumer comments. Three required no follow up, the fourth concerns computers for Clubhouse and is being addressed.

C. Consumer Services Report

Kelly reviewed the Customer Service Standards and asked members to get their comments back to her before March 21, 2006 so she can report to the state. Kelly had some concern about the standard requiring a live voice phone system, however, we do not have a telephone tree and Kelly has a direct line. Overall Kelly feels positive about the standards. Kelly will be working on making sure that people know who the Customer Services person is. Paul suggested developing a FAQ list.

D. CMH Recipient Rights Report

Gentry reported that in February she opened nine complaints. Complaint categories were: Neglect III, Abuse II, Treatment Suited to Condition, Religion, and Dignity and Respect. The rest were not rights issues.

Gentry explained the definitions of Abuse and Neglect. Next month

She will review the MHC classes of violations.

E. Holland Hospital Recipient Rights Report

Jen Mayo reported that she had eleven complaints, there are four investigations pending, one substantiated complaint, one unsubstantiated and five with no code violation.

F. MI/DD Consumer Satisfaction Surveys

1. Tracy explained that the surveys were done in December and that we do them annually now, which results in a better response rate than doing them twice a year.

2. Excellent and Good scores are combined for a total percentage of positive responses.

3. Tracy pointed out that a high rate of people say they would come back for services.

There was discussion about the results.

G. Service Authorization Data

Sue reported that we cannot get the data from the system.

IV. Old Business

A. State Performance Data

Tracy reported that many of the old indicators are going away as are penetration rates. We are close to the state average on the indicators.

V. New Business

A. Cultural Competency

Dana had everyone fill out a questionnaire about common beliefs and practices in our culture. There was discussion about how we are influenced by our culture and how that influences our perception of other cultures.

VI. Next Meeting

Monday, April 10, 2006

1:00 – 3:00 p.m.

A Building, Board Room

Dana Gezon

Recorder