

**Approved Minutes**  
**Community Mental Health of Ottawa County**  
**Program Planning & Quality Improvement Committee**  
**Monday, September 25, 2006**

**PRESENT:** Harris Schipper, Robert Brown Rebecca Gretzner, Daniel VanOmmen

**ABSENT:** Donald Disselkoen,

**STAFF:** Gerry Cyranowski, Sue Buist, Greg Hofman, Patricia Genesky

CALL TO ORDER – Mr. Harris Schipper, Chairperson called the meeting to order at 3:30 p.m.

CMHOC MISSION STATEMENT –Mr. Schipper noted the mission statement

APPROVAL OF MINUTES

CMH-FC 06-005 Motion: To approve the minutes of August 28, 2006 Program Planning & Quality Improvement Committee Meeting.

Moved by: Brown

Supported by: Van Ommen

MOTION CARRIED

APPROVAL OF AGENDA for the Committee Meeting

CMH-FC 06- 006 Motion: To approve the minutes of the September 25, 2006 meeting.

Moved by: Brown

Supported by: Van Ommen

MOTION CARRIED

Mr. Brown requested that list of contracts previously submitted to the Board and a policy proposal be added under New Business. Mr. Van Ommen asked that his report regarding the recent Person Centered Planning Conference be added under New Business.

CMH SERVICE PRESENTATION

Mr. Cyranowski requested that Committee members provide requests for future informational presentations at Committee meeting. He noted that these presentations would be brief but they would be of value to the committee.

QUALITY IMPROVEMENT

**Summary of Quality Improvement Activities and Findings in 2005** – Greg Hofman

Mr. Hofman indicated that for the past two years the management team has worked to produce this annual summary report. The report presented provides major findings from the Quality Improvement System for 2005. Highlights include a general increased demand for services and an increased number of hospital admissions. The Utilization Management Committee will pay close attention to these issues to assess future demand.

He also noted encounter data reporting as a key issue. Data must be reported electronically to the State and to the PIHP, and staff is working very closely with the system vendor to address problems. He noted that documentation in the medical record is an ongoing issue, as well as two-way communication with the Primary Care Physician. Currently, the PCP is regularly notified, but return communication from the PCP is lacking (although compliance has increased

to approximately 50 -55 percent), and the Affiliation is looking at ways to improve that communication

Mr. Hofman noted a steady increase in the number of consumers who work, volunteer, and are involved with various committees. He stated that the agency has recently explored on-line training, and the move toward an electronic medical record is progressing (treatment plans and basic forms are ready to be implemented).

## PLANNING

### **Status report on issues identified through Annual Needs Assessment**

Mr. Cyranowski noted that in both the Needs Assessment and at the Public Hearing there were several main areas of concern.

In reference to the issue of application of service eligibility criteria, he noted that a meeting with Muskegon and community stakeholders is being planned. The goal is consistency in application of eligibility criteria. Ms. Gretzner asked that she be included in this. Mr. Cyranowski indicated that he would inform her when the meeting is scheduled. Mr. Schipper also expressed an interest in participating.

With regard to respite services, Mr. Cyranowski stated that CMHOC continues to work closely with Children's Resource Network to be certain that there are adequate providers available and that providers are paid promptly. Also being reviewed is a change in the level of payment to providers.

The new Transit Coordinating Committee met for the second time. Minutes of each meeting will be provided to the Committee. The Committee now has a parent, an AFC Provider, and a Town Hall Coalition representative, and is seeking additional consumer, guardian, or parent representatives. Mr. Cyranowski will continue to provide updates.

### **Status Report- Supported Employment Work Group – Greg Hofman**

Mr. Hofman stated that he is acting in the role of facilitator for this group. The group is currently made up of CMHOC staff, which represents both DD and MI consumers. He noted that among the DD population, more than 90 individuals are actively participating in a Supported Employment program and that any decrease in the number being serviced is most likely due to a loss of businesses participating. However, the workgroup feels that if more consumers opted for Supported Employment they could be accommodated. Among the MI population, there are approximately 30 individuals being served. Mr. Hofman noted that many MI consumers work independently. Mr. Cyranowski requested that Mr. Hofman provide data regarding the number of MI consumers that are working independently outside of the CMH Supported Employment program.

Mr. Hofman provided an overview of the current Supported Employment program. Mr. Cyranowski indicated that regular updates will be provided to the Committee. Ms. O'Rourke noted that CMH explores employment for a consumer based on the individual's desires rather than what positions are available.

**DCH Developmental Disabilities Practice Improvement Team (PIT) Update – Betty O’Rourke**

Ms. O’Rourke stated that the DD PIT was developed in conjunction with the Board Association. She noted that a motivation for creating the Team was the belief that Developmental Disabilities issues were not getting adequate attention in the conference setting. She noted that there will be three DD presentations at the upcoming fall conference.

OLD BUSINESS

**Transportation – Updates – Gerry Cyranowski**

Mr. Cyranowski noted that transportation complaints are being addressed on an individual basis. As noted earlier, there are regular monthly meetings with representatives from Pioneer Resources, Kandu, and Max Transit.

Mr. Van Ommen asked that minutes from these meetings be regularly distributed to the Committee. Mr. Cyranowski asked that if any Committee member is made aware of transportation concerns that he or Ms. O’Rourke be contacted directly.

**Location of October 23, 2006 meeting – Harris Schipper**

Mr. Schipper indicated that the October 23, 2006 Committee meeting will be held at 3:30 p.m. in the Board room.

**Respite Services – Problem Solving Actions – Sue Buist**

In reference to the Respite Satisfaction Survey, Ms. Buist noted that the most notable issues included payment to respite providers in a timely manner, the lack of respite providers, and the difficulty in locating providers who were willing to provide services within the dollar amount offered. After meeting with the CRN Respite Coordinator, some of these issues have been addressed: Reimbursement to providers is now being completed weekly rather than monthly, and CRN is making efforts to recruit more providers.

As noted earlier, in regard to reimbursement rates, there is currently a new reimbursement schedule being considered.

**LIST OF CONTRACTS** – Mr. Brown asked that the list of contracts previously provided by Mr. Hofman be revised so that the providers are listed alphabetically. He also requested that the dollar amounts and rates be included in the listing. Mr. Cyranowski also suggested that batching the contracts by service type be considered.

NEW BUSINESS

**Formation of Public Relations Committee** – Mr. Van Ommen asked for some input from staff and the Committee about how to develop and present this issue to the Board. He indicated the need for this type of Committee – that many of these issues could not be addressed in either the Finance or PPQI committee. He noted that this Committee could be a venue for both internal relations, where employees could voice their concerns, as well as relations with the public. He requested assistance in developing a mission. Mr. Brown and Ms. Gretzner volunteered to assist in developing an outline for presentation at the next Committee Meeting and to the full Board.

Mr. Brown asked that the committee include community shareholders. Mr. Cyranowski suggested including the new MACMHB Ambassador initiative as well, and that the Consumer Services Coordinator should be connected to this Committee. Mr. Brown suggested that it be named the Community Relations Committee.

**Holiday Greeting Cards for CMHOC Employees**

Mr. Schipper asked for volunteers to obtain artwork from consumers for the Holiday Card project. Ms. Gretzner volunteered to approach the Drop-In Center consumers to submit artwork.

**Statewide DD Conference – April 2007 – Betty O’Rourke**

Ms. O’Rourke distributed information about the upcoming conference. She noted that the conference is devoted entirely to Developmental Disabilities issues.

**Policy suggestion** – Mr. Brown distributed a suggested policy statement regarding timely notification to parent/guardian of rights violation. He asked that the proposal be presented to the full Board.

CMH-FC 06- 007 Motion: To present the policy proposal regarding rights violation notification to the full Board

Moved by: Brown Supported by: Van Ommen

MOTION CARRIED

**MACMBH Conference – Person Centered Planning -** Mr. Van Ommen provided information from this annual conference and discussed the workshops attended. Ms. Gretzner also provided information on workshops she attended at the conference.

SUGGESTIONS FOR OCTOBER 23, 2006 MEETING AGENDA

Mr. Van Ommen asked that the Community Relations Committee be placed on the agenda. Mr. Cyranowski asked Committee members for suggestions regarding future informational presentations at Committee meetings.

ADJOURNMENT – Mr. Schipper adjourned the September 25, 2006 meeting at 5:15 p.m.

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Harris Schipper, Chair

