

Approved Minutes
Community Mental Health of Ottawa - Consumer Advisory Committee
Building A-1 – Board Room
Monday, March 12, 2007
1:00-3:00 p.m.

Members Present: Paul Brinkman, Kristi Nale, San-Dee Stradley, Angie Nettrour, Sue Buist

Members Absent: Donna Elston, Elizabeth Motman, Lucile Van Koevering, James Veling, Wendy Johnson,

Staff Present: Kathy Coffey, Gentry Mohr, Briana Fowler, Kelly Sall, Mary Moore

Guests Present: Deb VerHoef, Holland Hospital.

I. Public comment - None

I. Review/Approve Agenda

- The proposed agenda was approved without changes.

II. Review/Approve Minutes

- The minutes from the meeting on February 12, 2007, were approved with no changes.

III. Reports

A. Contract Management

- Provider Report Card: Kathy Coffey reported the following contracts will be renewed: Alliance Medical, Deaf and Hard of Hearing Services, and Hope Network Behavioral Health. Contracts that were extended were Pioneer Transportation, Comfort Keepers and Staffing Alliance. Pioneer Transportation had 4 satisfaction surveys returned as fair, and 3 returned as poor. Follow up with guardian/consumer will occur for these. They did have 7 rating it as excellent, and 9 rating the service as good.

B. Consumer Comments

- Kelly Sall reported five comments were received for February 2007. Four of the five were positive and the fifth was a comment on the TV channel selected for Holland OP Clinic. Kelly also gave out a flyer for “Walk a Mile in My Shoes”. This year they will be taking a better bus to travel in.

C. CAC QI Report

- Gentry deferred to the report until next meeting scheduled on, April 9, 2007.

D. CMH Recipient Rights Report

- Briana reported that in February 2007 nine complaints were opened and nine were closed. Three hundred and one Incident Reports were received by the Recipient Rights Office in February 2007. One Sentinel Event was reported. Four deaths reported but all were natural cause of death.
- Deb VerHoef, HCH –four complaints, ten allegations and zero were substantiated.

D. Sentinel Events

- Mary Moore brought in a flow-chart on how a Sentinel Event is determined. She explained the flow of events that she takes to reach the conclusion if it is in fact a Sentinel Event.

E. Recipient Rights Education

- “Your Rights” DVD – was viewed by the committee. Gentry indicated that copies will be made and given to clubhouse, Kandou, and group homes.
- CMHOC Board Minutes – in packet as FYI

IV. Old Business

- Clubhouse issues were brought up. It doesn't seem like CAC would have this role in these issues. The idea of taking the issues to customer service was brought up.

V. Public Comment – None

VI. Next Meeting

Monday, April 9, 2007

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

A Building, Board Room

Patti Lowman

Recorder

March 12, 2007