

Approved Minutes
Community Mental Health of Ottawa - Consumer Advisory Committee
Building A-1 – Board Room
Monday, April 9, 2007
1:00-3:00 p.m.

Members Present: Paul Brinkman, Kristi Nale, San-Dee Stradley, Angie Nettrour, Sue Buist, Lucile Van Koevering, James Veling,

Members Absent: Donna Elston, Elizabeth Motman, Wendy Johnson,

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

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 March 12, 2007, were approved with no changes.

III. Reports

A. Contract Management

- Provider Report Card: Kathy Coffey reported the following contracts will be renewed: Holland Hospital will be renewed and CWIT is temporarily on hold till funding. Expert care has been extended. Kathy reported that we would be doing a contract with Muskegon and we would then do the contact on 10/1/2007.
- Consumer Comments
- Kelly Sall reported one comment had been received in March 2007. The comment was great “Very professional caring staff.” Kelly also extended her invitation to “Walk a Mile in My Shoes” to the board. She reported that she had found a bus but would have limited seats. Kelly also stated that two new staff had been added, library and consumer aid. Kelly also added the importance of CMH presence in the community. Lucille added that she would like to see CMH at the Dandelion Festival in Borculo. Lucille will let Kelly know. Kelly also added that the Holland drop-in center is doing well and a United Way grant will help a lot. The walk-in center in Grand Haven is struggling some.

B. CAC QI Report

- Gentry reported Fourth Quarter 2006 QI Report. Oct. 37 cases were reviewed, 100%, Nov. 45 cases reviewed, 100%, December 36 cases reviewed 100%. QI was met. First Quarter 2007 QI Report. January 111 records were reviewed, 96%, February 51 records reviewed, 98%, March 71 records reviewed, 100%. QI not met.

C. CMH Recipient Rights Report

- Briana reported that in March 2007 six complaints were opened and two were closed. One was withdrawn and one was not a complaint. Two hundred and sixty-two Incident Reports were received by the Recipient Rights Office in March 2007. One Sentinel Event was reported. Three deaths were reported and all were unexpected.

D. Recipient Rights Education

- Gentry requested that this to be put back to original schedule of once a quarter.

E. Satisfaction Survey MI & DD

- Tracy discussed with the committee the questions and answers given. Response was very good.

A. Quarterly Performance Indicators

- Tracy discussed the performance indicators. There were some that were lower than they should be. She told the committee that they were being looked at and she would come to next months meeting with an update.

B. QISMC Update –

- Mary explained to the committee that this was three months of data. She would be back with six months of data to report. Number four which is two way communications is a struggle. Sue added that we send the information to the doctors but they often fall short in getting the information back to us.
- 2-1-1 data – First time reported. CARF requires the organization to have an outside service do a survey. Mary discussed the survey to the committee and it was well received.

IV. Old Business

- There was no old business to report.

V. Public Comment – None

Next May 14, 2007

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

A Building, Board Room

Patti Lowman

Recorder

April 9, 2007