

Approved Minutes
Community Mental Health of Ottawa County
Program Planning & Quality Improvement Committee
CMH Board Room
12265 James Street, Holland, Michigan 49424
Monday, January 22, 2007 3:30 p.m.

PRESENT: Harris Schipper, Robert Brown, Rebecca Gretzner, Daniel Van Ommen

ABSENT: Donald Disselkoen

STAFF: Gerry Cyranowski, Sue Buist, Greg Hofman, Betty O'Rourke, Patricia Genesky

CALL TO ORDER

Mr. Harris Schipper, Chairperson, called the January 22, 2007 meeting of the Program Planning & Quality Improvement Committee to order at 3:32 p.m.

CMHOC MISSION STATEMENT

Mr. Schipper noted the mission statement

APPROVAL OF MINUTES

CMH PPQI 07-001 Motion: To approve the Minutes of November 27, 2006 meeting

Moved by: Brown

Supported by: Van Ommen

MOTION CARRIED

APPROVAL OF AGENDA

CMH PPQI 07-002 Motion: To approve the agenda of the January 22, 2007 meeting

Moved by: Van Ommen

Supported by: Brown

MOTION CARRIED

Mr. Brown asked that an issue concerning the Access Center be added to the agenda.

Mr. Schipper introduced Greg Scott and Tiffany Bouwman from Pioneer Resources.

Mr. Van Ommen asked that the topic of a Board retreat be added to the agenda.

CMH SERVICE PRESENTATION

There were no service presentations this month.

QUALITY IMPROVEMENT

Outcome Measures in Service Contracts –

Mr. Cyranowski requested input from Committee members regarding ideas for outcome measures to be included in contract summaries. Discussion ensued regarding the measurements for quality of service that are in place.

PLANNING

Pioneer Resources Transportation Contract –

Mr. Van Ommen commented on the Transportation Committee Meeting held on January 17, 2007.

Greg Scott and Tiffany Bouwman from Pioneer Resources presented information regarding the services provided by their agency as well as the transportation system in Ottawa County and answered questions.

Mr. Scott apologized for Pioneer's failure to provide complaint information in a timely manner. He provided an overview of the process in place for logging and addressing complaints. Driver training was also discussed. It was noted by Mr. Hofman that all drivers have knowledge of CPR, First Aid, and Recipients Rights.

Holland Hospital Clinical Services Contract –

Mr. Cyranowski noted that this contract is coming due at the end of March, 2007, and given the concerns that have been expressed regarding this contract, he was seeking approval to move forward with negotiations. He provided a history of the development of the contract as well as detailed information regarding the contract and services provided by Holland Hospital.

OLD BUSINESS

Transportation

Information regarding Transportation Coverage for Medicaid Beneficiaries was presented to the Committee for information. Mr. Cyranowski asked that Committee members review this information and return with questions at February's meeting.

In response to Ms. Gretzner's concerns that consumers are not informed on how to make complaints, Mr. Hofman provided information about the avenues offered to consumers to lodge complaints.

Mr. Van Ommen suggested to Pioneer Resources staff the possibility of providing Board Members with a pass that would permit them to access Pioneer's services in order to make an assessment of quality. Mr. Cyranowski suggested that this be taken to the Transportation Committee.

NEW BUSINESS

Mental Health Courts Article –

Presented by Mr. Cyranowski for the Committee's information.

Alliance of Hispanic Service Providers –

Presented by Mr. Cyranowski for the Committee's information, this will be presented to the full Board as well

Fire Safety Policy/Procedures –

Deferred

Review of Board Policies –

Mr. Cyranowski questioned the Committee on how to best approach the review of Board policies. It was suggested that a targeted committee meeting be scheduled to focus on this topic.

Review of Committee Descriptions for submission to County Policy & Planning Committee

CMH PPQI 07-003 Motion: Members of the Board of Directors will be appointed to no more than two committees, inclusive of MACMHB Committee appointments.

Moved by: Van Ommen Supported by: Brown.

MOTION CARRIED

With regard to committees of the Board Association, Mr. Van Ommen suggested that all Board member can attend these meetings, but only one should serve as a representative from CMHOC Board of Directors and receive per diem pay. The Board Chairperson to appoint one member to each of the MACHMB Committees.

ACCESS Center –

Mr. Brown provided information to the committee, requesting that Mr. Cyranowski investigate the issue.

Board Retreat –

Deferred

SUGGESTIONS FOR FEBRUARY, 2007 AGENDA

Invite various contract providers to each meeting to present information about the agency and services being provided, similar to the presentation provided Pioneer Resources.

ADJOURNMENT

Mr. Schipper adjourned the meeting at 5:58 pm

Harris Schipper, Chairperson