

Approved Minutes
Community Mental Health of Ottawa County
Program Planning & Quality Improvement Committee
CMH Board Room
12265 James Street, Holland, Michigan 49424
Monday, March 26, 2007 3:30 p.m.

PRESENT: Harris Schipper, Robert Brown, Donald Disselkoen

ABSENT: Rebecca Gretzner, Daniel Van Ommen

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

CALL TO ORDER

Mr. Harris Schipper, Chairperson, called the March 26, 2007 meeting of the Program Planning & Quality Improvement Committee to order at 3:35 p.m.

CMHOC MISSION STATEMENT

Mr. Schipper noted the mission statement

APPROVAL OF MINUTES

CMH PPQI 07-007 Motion: To approve the minutes of the February 26, 2007 meeting

Moved by: Brown

Supported by: Disselkoen

MOTION CARRIED

APPROVAL OF AGENDA

CMH PPQI 07-008 Motion: To approve the agenda of the March 26, 2007 Program Planning & Quality Improvement meeting.

Moved by: Brown

Supported by: Disselkoen

MOTION CARRIED

CMH SERVICE PRESENTATION

Holland Hospital Clinical Services – Mr. Ken Puruleski and staff from Holland Community Hospital provided information on the system of care regarding services being provided under the hospital's contract with CMHOC and answered questions. He provided further information regarding a recent satisfaction survey and the billing process for services to CMHOC consumers.

QUALITY IMPROVEMENT

M/I Consumer Satisfaction Survey – Greg Hofman

Mr. Hofman provided information from the recent annual satisfaction survey for persons with mental illness.

Post Service Discharge Survey – Greg Hofman

Mr. Hofman noted that CARF requires a post discharge survey be completed. 2-1-1 of Ottawa County was chosen to conduct this first survey, which was comprised of a random sample of 50 individuals

First Quarter Michigan Mission Based Performance Indicators – Greg Hofman

Mr. Hofman reviewed the information provided and answered questions, noting that this information is sent to DCH quarterly.

LBHA Performance Improvement Project – Greg Hofman

Mr. Hofman provided an update on this initiative, which is a joint venture between Ottawa, Muskegon, and the Lakeshore Coordinating Council. He provided information on three projects that are in process: Improving two-way communication with the Primary Care Physician, improving the Medicaid penetration rate for number of children served across the Affiliation, and improving the percentage of adults with developmental disability who are seen within 14 days of an assessment (Muskegon only). Further information will be provided as the initiative progresses.

Report – Transit Coordinating Committee – Dan Van Ommen

Mr. Van Ommen was not available to provide a report.

PLANNING

No new items.

OLD BUSINESS

Draft: Harbor House Ministries: Contract Amendment to Allow for Fire Safety Variance (Tentative) – Mr. Cyranowski noted that staff is currently working with Corporate Counsel to draft an attachment to the contract with Harbor House to allow for a variance in their evacuation plan as well as to develop a policy to provide for variances.

NEW BUSINESS

Review of Board Policies - Deferred to April meeting

Report: Utilization Management Committee – Greg

Mr. Hofman reviewed information pertaining to requests for service, hospitalizations and numbers served.

Draft: Board Policy Regarding Variances to Established CMHOC Fire Safety Standards (Tentative) – will be available at April's Board of Director's meeting.

SUGGESTIONS FOR March 26, 2007 AGENDA

None

Mr. Schipper thanked Mr. Disselkoen for the plaque that was presented at the Board meeting.

ADJOURNMENT

Mr. Schipper adjourned the meeting at 5:05 pm