

Approved Minutes
Community Mental Health of Ottawa - Consumer Advisory Committee
Building A-1 – Board Room
Monday, July 9, 2007
1:00-2:00 p.m.

Members Present: Kristi Nale, San-Dee Stradley, James Veling, Rick Hunter

Members Absent: Donna Elston, Wendy Johnson, Elizabeth Motman, Lucile Van Koevering, Angie Nettrour

Staff Present: Kathy Coffey, Gentry Mohr, Briana Fowler

Guest Present: Brigi Ellis

I. Review/Approve Agenda

A. The proposed agenda was approved as written.

II. Review/Approve Minutes

A. The minutes from the meeting on June 11, 2007, were approved with one change.

B. The following change was recommended: “Members Present”, add Rick Hunter and remove his name from “Staff Present”.

III. Reports

A. Contract Management

1. Provider Report Card: Deferred to next month (August 2007). Kathy explained that the processes of preparing the contracts for the board meetings have changed. They are now due 2 ½ months in advance. Kathy asked the committee and the committee agreed she can present the contracts to the CAC when they are available. Expiration dates will reflect when they are due.

2. Quarterly Site Visit Report – Third Quarter (April – June 2007):

Kathy discussed the Quarterly Site Review Report with committee members. The following issues were discussed:

- Refrigerator temperature between thirty-four and forty degrees, thermometers are either misplaced or not working, the homes have replaced them.
- Expired medications, the majority of the citations this past quarter were from the over the counter medications. They are being purchased without realizing the expiration date is near. In one case the medication has been expired for years but the consumer has not taken this medication, the doctor did assure us the medication was not taken, the medication has been disposed of.
- One home did not have the house rules posted.
- Training, the initial Recipient Rights Training was not completed by two staff in a larger group home due to illness and a death in the family.

- Physical Intervention for one of the larger homes is done in a large group; the training is scheduled for August.
- Person Centered Plans are not being in-serviced by professionals it is a significant concern, Kathy is looking into it. She is requesting that the homes to document when Supports Coordinators/Case Managers in-service the Plans.
- Personal funds were hard to check out in several homes due to disorganization. The Plan of Correction states that the personal funds have to be organized and easier to understand.
- Copy of Guardianship order was not found in several homes due to change in guardianship, paper work is in transition.
- Doctor's signature on the Plan - When a person receives Medicare along with certain services it is required that a doctor signs the Plan. Due to the length of time it may take to get the signature, Plans are sent to the homes as soon as they are completed, usually without the required signature. Plans with the signatures were located in the Medical Records at CMH. Plan of Correction is to send the signature page with the doctor's signature to the homes once signed.
- Status Reports were missing in several homes, as part of the Plan of Correction copies are to be sent to the homes.
- Day/Evening/Sleep for the fire drills is confusing to some of the providers. Kathy is working with them during reviews to assure it is being done correctly.
- Criminal Background checks were not always located in the homes. The larger group homes have them housed at their corporate offices. The smaller homes have completed them but most have sent the copies to licensing, they were under the assumption that licensing will keep them. Plan of Correction, they are to get the copies of the background checks and keep them in the homes.
- Harbor Point Intensive West - this is the first time we have done a site review since the home has been totally revamped, Program Manager is new and unfamiliar with our process. Currently she is working on the Plan of Correction.

The following is the process for the Plan of Corrections: Each home receives a copy of the Site review tool upon completion of the review. Within a few days they will receive a letter with the citations. They are given thirty days to complete the necessary changes. If we do not receive a Plan of Correction we send out a second notice, certified mail, they are given another thirty days. If we still do not receive the corrections they get a final letter, certified mail, requesting corrections immediately or payment will be withheld until we receive the corrections.

B. Consumer Comments

1. There were no consumer comments for the month of June.

C. CMH Recipient Rights Report

1. Briana reported that in June 2007 four complaints were open and five were closed. One hundred ninety-eight Incident Reports were received by the Recipient Rights Office in June 2007.

Twenty second opinions were requested; fifteen completed, two approved, thirteen denied, one withdrew request, and two were a no-show/no return call.

IV. New Business

1. Closing of 128 Columbus

Due to the building closing at 128 Columbus in Grand Haven, the Clubhouse members are meeting temporarily at Fulton Street CMH. There were some concerns regarding the restrooms. One complaint was that when staff is on break they may not be able to use the restroom and return to work in a timely fashion. CMH employees did not want to share the restrooms; they feel that the Clubhouse members are not staff and should use the Public Restrooms. Part of the recovery principle is that staff and consumers are not separate. The problem was resolved. Clubhouse members are not going to make an issue out of it. They are already worried about how they are being received by staff.

2. CAC Membership

As of 6-30-07, Paul Brinkman resigned from the Consumer Advisory Committee. There is some concern as to how to get more people to join the committee. Gentry will talk with Jerry Homminga to see if he has any ideas about recruiting people for the committee. The question was brought up about the requirements of being on the committee. Is there a required amount of meetings that need to be attended per year or per quarter? Gentry is going to look over the by laws to better answer this question.

3. Education

Gentry asked the committee to come up with some education ideas or requests for future meetings. She did not have any new education or training to present this month. Rick will bring information on recovery for the next Consumer Advisory Meeting.

VI. Next Meeting

Monday, August 13, 2007

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

A Building, Board Room

Respectfully submitted:

Brigi Ellis