

Approved Minutes  
**Community Mental Health of Ottawa - Consumer Advisory Committee**  
Building A-1 – Board Room  
**Monday, September 10, 2007**  
1:00-3:15 p.m.

Members Present: Kristi Nale, San-Dee Stradley, Rick Hunter, Elizabeth Motman, Lucile Van Koevering

Members Absent: Donna Elston, Wendy Johnson, Angie Nettrour, James Veling,

Staff Present: Kathy Coffey, Gentry Mohr, Briana Fowler, Greg Hofman, Kelly Sall, Tracy Taylor,

Guest Present: Deb VerHoef

I. Review/Approve Agenda

- A. The proposed agenda was approved with one change. Review of Consumer Advisory Committee By-Laws changed to October 8, 2007 meeting.

II. Review/Approve Minutes

- A. The minutes from the meeting on July 9, 2007, were approved.

III. Reports

A. Contract Management

- 1. Kathy explained the new look of the Provider Report Card to the committee. The following organizations contracts were renewed: Deaf/Hard of Hearing Conn., MOKA Corporation, Community Access Line of the Lakeshore, C.A.L.L. 211, Children's Advocacy Center, MI Department of Human Services, Voices for Health, Kent & Whitney Engle, Pathways (formerly Child and Family Services), Dr. Ronald VanValkenburg. Harbor House Ministries was amended to add new home and Evergreen Commons had no concerns but waiting for the board approval.

B. Consumer Comments

- 1. There were four consumer comments made in July and three required no follow-up. There was a concern with moving Grand Haven CBS to Holland and the bus ride lasting 3 ½ to 4 hours. Customer Service drafted a letter reporting current status of Grand Haven CBS relocation and sent to affected consumers, care providers, families and guardians.

C. CMH Recipient Rights Report

- 1. Briana reported that in June 2007 fourteen complaints were open and nine were closed. Two hundred and thirty-four Incident Reports were received by the Recipient Rights Office in June 2007.

Twelve second opinions were requested; sixteen completed, one approved, twelve denied, none withdrew request, and three were a no-show/no return call.

C. CAC 2<sup>nd</sup> quarter 2007 QI Report

1. 100% of cases will contain documentation of the client's having received instruction regarding their rights, responsibilities, and grievance procedures. April 59 records were reviewed, 100%, May 57 records reviewed, 100%, June 56 records reviewed, 98% QI not met.
2. Recipient rights staff will provide additional rights training and information to a total of 100 clients per calendar year. No training this quarter.
3. Annually 80% of CMH staff will meet with recipient rights staff for updated training regarding issues of protection of clients' rights and organizational ethics. No training this quarter.
4. Consumers will rate the quality of services received as good or excellent in 100% of the consumer satisfaction surveys returned. The respite satisfaction survey was completed in June. In the DD area 96% responded that the respite program had benefited their family. The MI child respite 100% responded that the respite program had benefited their family.
5. Consumer information will be stored in a confidential manner. No reported incident this quarter.
6. 100% of residential staff will complete the four hour recipient rights class within 30 days of hire as required by the mental health code. There were 33 new hires this quarter

E. Holland Community Hospital Quarterly Reporting 4/1/2007 – 6/30/2007

- a. There were six complaints received and seven allegations involved. Three interventions were not a code. One investigation for Neglect III was substantiated. Two interventions for Tx. Plan/Restraint and one investigation for Tx. Environment/Safety.

E. State Performance Data (3-31-2007) – Tracy discussed the reports to the committee. On indicator three we did not meet state requirements. Tracy reported that a pro-active team had been put together of Greg H., Jane L., Pat O., Mary and Tracy. They will pull charts to review. This team will report back to the committee with their findings.

F. Respite Satisfaction Survey – MI and DD. – Tracy discussed the satisfaction surveys that the results go to Kathy C. and she does the follow-up if needed.

G. QISMC – Update/Report – Greg H. explained each indicator to the committee. Kristi asked about the two-way communication. It was discussed how Primary Care Physician is often hard to receive their reports and it takes many times that the support staff calling and doing follow-ups.

#### IV. New Business

1. Performance Improvement Project – regarding improving access to children’s services – Jane Longstreet brought to the committee’s attention that there is a concern that the penetration rate is low. In March a strategy was started to see why we are.
  - a. People do not know about our service?
  - b. Placemats were made up to help people contact us and were distributed to local restaurants.
  - c. The information is now being collected to see if the placemats had any affects in our penetration.
  - d. The placemats came from Customer Service
  - e. Gentry asked if the local schools have been contacted.
  - f. Jane stated that she would be seeing the number results by the end of the fiscal year.
  
2. Evidence Based Practices & Realignment of Service for consumers with mental illness –  
Rick Hunter discussed the problems with the staff only bathrooms at Fulton Street location, where the Grand Haven Clubhouse is now located. He state that the signs are now down. Briana stated the building was poorly designed. Elizabeth commented that some of the Grand Haven consumers have moved to the clubhouse in Holland as they felt very uncomfortable.
  
3. Education on Recovery – Rick presented the committee with a new process and wanted feedback from the committee. Rick explained how the new process would work and it would take a whole team to work together for each consumer. Elizabeth liked the new concept. Gentry and Rick will discuss in more detail.
  
4. Recruitment of New Members – Gentry discussed with the committee that we need a Board Member as stated in the CAC By-Laws. Patti would phone members who haven’t been to the meeting recently to remind them. Lucille thought that maybe some older members would want to come back. Kristi and Elizabeth would check into this.
  
5. Review of Annual Funding for the Recipient Rights Office – Gentry presented the committee the Budget Performance Report to review. Gentry stated that the funding was sufficient.

#### VI. Next Meeting

Monday, October 8, 2007

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

A Building, Board Room

Respectfully submitted:

Patti Lowman