

Approved Minutes
Community Mental Health of Ottawa - Consumer Advisory Committee
Building A-1 – Board Room
Monday, October 8, 2007
1:00-3:00 p.m.

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

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

Staff Present: Kathy Coffey, Gentry Mohr, Briana Fowler, Kelly Sall

I. Review/Approve Agenda

- A. The proposed agenda was approved with one change. Review of Consumer Advisory Committee By-Laws changed to November 12, 2007 meeting.

II. Review/Approve Minutes

- A. The minutes from the meeting on September 10, 2007, were approved.

III. Reports

A. Contract Management

1. Provider Report Card - Kathy reported on the following contracts: Beacon Services, Case Management of MI, Edward Swart, PhD., Protocall Services, West Shore Med. Personnel, Alliance Medical Services, Community Care Givers, HCH Home Health Care Cor., Ruth Holthuis, FNP, West Shore Med. Personnel. All were approved to be renewed.

2. Quarterly Site Visit Report (July-September) – Kathy discussed the report with the committee pointing out the items that had lower scores. For example refrigerator temperature between 34-40 degrees was 70%. Kathy explained it might be the main refrigerator that has the door opening and shutting for meals being prepared. Other refrigerators and freezers of a home would be okay. Another item discussed was that there would be medications past expired date. Kathy explained to the committee that they were mainly over the counter as these will get overlooked. Katy explained before leaving a site review the site knows which items they need to do a plan of correction. A letter is sent for the site to return to CMH with a plan of correction. If there is no response another letter is sent certified and if no response in 30 days we stop payment till a plan of correction is submitted.

B. Consumer Comments

1. Kelly reported to the committee that most of the comments were positive. There was one comment that addressed ACT services not be clear. Kelly and David Neal will meet to design a brochure to explain ACT services. There was a comment that

doctors are never on time for appointments. Kelly explained to the committee that the trends in waiting time for Dr.s will be monitored, as there was only one comment on this. The comment for the Lakeshore Clubhouse was that the attendance was improving after the clubhouse had gone under service modeling change. The comment was that maybe the changes had been brought on too quickly. Kelly brought to the committee's attention that there will be a five disk DVD player installed. It will be automatic so no one has to keep changing the DVD's. For example the Drop In Center, Recipient Rights DVD will be used. Kelly also discussed that they are looking for Holiday Art and the deadline is 10-26-2007. There will also be a sign posted for consumer to sign up for various committees.

C. CMH Recipient Rights Report

1. Briana reported that in September 2007 one complaint was opened and seven were closed. Two hundred Incident Reports were received by the Recipient Rights Office in September 2007.

Eight second opinions were requested; ten completed, two approved, five denied, one withdrew request, and two were a no-show/no return call.

D. CAC By-Laws

- a. Gentry explained the By-Laws to the committee and also that the committee needed a member from the Community Mental Health Board of Directors. Rebecca Gretzner was at the meeting and also sits on the Board of Directors. The CAC welcomed her to the committee. Patti will follow-up with the members who have not been attending Donna Elston and Wendy Johnson. Elizabeth will check with Angie Nettrour on her status.

E. RR-Policy Review/Education

- a. Gentry gave each member a copy of the Recipient Rights Policies. Section 6 Abuse and Neglect Reporting was pointed out by Gentry. It was explained to the committee that by searching <http://www.miottawa.org/>, they would be able find Community Mental Health and information they might be interested in.

IV. New Business

1. There was no new business to discuss.

V. Old Business

1. There was no old business to discuss.

VI. Public Comment

1. There were no public comments.

VII. Next Meeting

Monday, November 12, 2007

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

A Building, Board Room

Respectfully submitted:

Patti Lowman