

Approved Minutes
Community Mental Health of Ottawa - Consumer Advisory Committee
Building A-1 – Board Room
Monday, January 14, 2007
1:00-2:00 p.m.

Members Present: Kristi Nale, Elizabeth Motman, James Veling, Bekki Gretzner, Lucile Van Koevering, Rick Hunter,

Members Absent: Wendy Johnson, San-Dee Stradley, Beverly Chavez,

Staff Present: Briana Fowler, Kelly Sall, Kathy Coffey, Patti Lowman

I. Review/Approve Agenda

A. The proposed agenda was approved with no changes.

II. Review/Approve Minutes

A. The minutes from the meeting on January 14, 2007, were approved with no changes.

III. Reports

A. Contract Management

1. Service Contract for Board Approval:

A. Westshore Medical Personnel Services – Amendment (new service added, total value of contract increased.)

B. Ken and Cheri Wynsma – Renewed with no change in rate

C. Hope Network Behavioral Health Services – Renewal (Average rate increase of 22.2%). Will be trying to move the three consumers to a different location

2. Contracts

A. Lynn Nowak – Pharmacist – New Provider

B. Dale Cortes – Dietician – New Provider

C. Alliance Medical Services – No Concerns

D. Deaf & Hard of Hearing Services (Formerly Deaf, Etc.) – Did not use this past year.

E. L & L Interpreting Services – No Concerns

3. Site Review 1st Quarter

A. Kathy explained to the committee about the low scores in the PCP. Betty O'Rourke had attended the Compliance Committee meeting and her team was addressing the issues. Betty would be submitting to Kathy a corrective action plan. Elizabeth asked about E-scores and Kathy discussed the specific dynamics of calculating them. The group also asked Kathy about criminal background and how the new law works. Some of the providers do not want to get them and it is required by the state. Kathy stated that they will get the criminal background for those who did not want to get them.

B. Consumer Comments

1. Kelly stated to the committee that there had not been any new comments. The committee discussed table and chairs for the Perk up Café again. There did not seem to be any concerns as this is a large area. Kelly also told the committee that our new director Michael Brashears will be holding a Community Dialogue on January 17 and January 21. This will be held at the Fillmore location.

C. Recipient Rights Report

1. Briana reported for the months of October-December 2007 that 21 complaints were open and 18 were closed. In October 2007 two hundred and thirty-nine Incident reports were received. In November 2007 one hundred and seventy-five Incident Reports were received. In December two hundred and eleven Incident Reports were received. In October sixteen second opinions were requested, November there were nine, and in December there were five. There were six sentinel events from October through December. They were significant medication errors.
2. CAC 4th Quarter QI Report
 1. 100% of cases will contain documentation of the client(s) having received instruction regarding their rights, responsibilities, and grievance procedures. In October 54 records were reviewed 100%. November 48 records were reviewed with 98%. December 59 cases were 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. Two hundred fifty consumers received information on Advanced Directives in the fall addition of the consumer's newsletter. QI met.
 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. On line Recipient Rights Training was conducted this quarter with new Administrative Rules. All staff is required to read the information and to take a test. QI Met.
 4. Consumers will rate the quality of services received as good or excellent in 100% of the consumer satisfaction surveys returned. No satisfaction surveys were completed this quarter.
 5. Consumer information will be stored in a confidential manner. No reported incidents 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 102 new hires this quarter. Beacon services had 53 new staff, and 17 staff had completed their training for 68% in compliance. Ferris 4 new staff 100%, Harbor house=Anchor Place 3 new staff 100%, Beacon Place 13 staff, 1 staff had not completed training 92%, Pier Place 12 new staff, on staff had not completed training 92%, Pierce had 6 new staff 100%, River Valley 3 new staff, two had not completed training 33%, Smith Respite 5 new staff 100%, Vonk's AFC 3 new staff 100%. QI not met this quarter.
 7. Complaints/grievances will be responded to within 5 working days of receipt. There were 21 complaints received and 7 appeals. 100% QI met this quarter.

IV. Next Meeting

Monday, February 11, 2007

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

A Building, Board Room

Respectfully submitted:

Patti Lowman