

Approved Minutes
Community Mental Health of Ottawa - Consumer Advisory Committee
Building A-1 – Board Room
Monday, March 10, 2008
1:00-2:00 p.m.

Members Present: Kristi Nale, Elizabeth Motman, San-Dee Stradley, Rick Hunter, James, Veling, Stephanie Karr

Board Member: Bekki Gretzner

Members Absent: Beverly Chavez, Lucile Van Koevering,

Staff Present: Briana Fowler, Kathy Coffey, Patti Lowman, Greg Hofman

Guest: Deb VerHoef

I. Review/Approve Agenda

A. The proposed agenda was approved with one change. Rick Hunter informed the committee that he would no longer be able to attend meetings. The director, Michael Brashears, has scheduled a meeting during this time. Kelly Sall volunteered to take over this position on the committee. The committee members will make nominations at the CAC meeting in April. Nominees will then be forwarded from the CAC to Dr. Michael Brashers and the CMH Board of Directors for a final decision.

II. Review/Approve Minutes

A. The minutes from the meeting on February 11, 2008, were approved.

III. Reports

A. Contract Management

1. Service Contract for Board Approval:

A. Hope Network Behavioral Health Services – The rates came in high. Kathy stated they are looking for new residential placements for these consumers. Dr. Michael Brashears has talked to Hope Network Behavioral Health Services and they have brought down their rates, waiting to see the documentation.

B. TLS Litchfield, LLC – This is a licensed home out-of-county which we have not used. There is currently one consumer who will likely be moving there.

C. J-n-R Taxi – Provides transportation service to consumers when they are being discharged from the hospital. This is much cheaper than an ambulance.

D. Ottawa County Community Action Agency – This contract will be renewed. There were no concerns.

E. Protocall Services – The contract will be amended as the rate increased from \$10.30 to \$10.75 per phone call.

B. Consumer Comments

1. Kelly has talked with the consumer from the Holland Cornerstone Drop-In Center who had the complaint. Kelly has also talked with the Director of the Holland Cornerstone Drop-In Center and she will be talking again with the Director at their next Board meeting. Kristi Nale suggested that Kelly bring the Consumer Advisory Committee minutes with her to show documentation of the committees position on the matter. The committee also discussed the complaint about KANDU and Elizabeth Motman told the committee that her brother did not see this kind of behavior. Jim Veling added that KANDU like many businesses in the area are losing business and have to cut back too. Briana Fowler was at KANDU and did not see staff doing the work for the employees. Kathy Coffey has been asked to conduct surprise visits, but this has not been done yet. Kelly Sall informed the committee that the Customer Service Department looks for trends and so far there were no trends noted since this was the first complaint made regarding this issue.

C. Recipient Rights Report

1. CMH Monthly Report -Briana reported that in February 2008 that twelve complaints were open and twelve were closed. Two hundred and twenty-three Incident Reports were received and reviewed by the Recipient Rights Office in February 2008. Twelve second opinions were requested. Of the twelve that were completed, one was approved, six were denied, three consumers withdrew their request and two consumer's no-showed or did not return a call to the Access Center. There were four sentinel events. All were a result of significant medication errors.
2. HCH – Quarterly Rights – Deb reported during this quarter six complaints were received. There were eight allegations involved. Only one complaint required an investigation which included only one allegation.
3. Policy Review – Deferred to April 14, 2008 meeting.

- D. State Performance Data (9/30/07) – Greg Hofman discussed with the committee each indicator. He stated if just a small group was sampled it would take just one person to make the results look very bad. Indicator 3 is a little below the state requirements. He explained to the committee the actions being taken to resolve the lower results.

IV. Next Meeting

Monday, April 14, 2008
1:00 p.m. - 3:00 p.m.
A Building, Board Room

Respectfully submitted:
Patti Lowman