

Approved Minutes
Community Mental Health of Ottawa - Consumer Advisory Committee
Building A-1 – Board Room
Monday, April 14, 2008
1:00-3:00 p.m.

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

Board Member: Bekki Gretzner

Members Absent: Lucile Van Koeving, Rick Hunter,

Staff Present: Briana Fowler, Patti Lowman, Tracy Taylor, Kelly Sall, Gentry Mohr

I. Review/Approve Agenda

- A. The proposed agenda was approved with one change. Public comments were added to the agenda. Members from the Lakeshore Clubhouse came to discuss some changes they felt were needed. A letter was read and then given to Gentry to give to Michael Brashears, Director. Gentry will let the members know the outcome from the letter.

II. Review/Approve Minutes

- A. The minutes from the meeting on March 10, 2008, were approved with one change.

III. Reports

- A. Contract Management – There was no update as Kathy was on vacation. This will be deferred until the next meeting.

B. Consumer Comments

1. Customer Service received 10 phone calls with complaints about the Clubhouse. These complaints were on how the Clubhouse was being run regarding the “work-ordered day”. Kelly had sent a memorandum to Rick Hunter and Bob Matyas identifying the issues that the members expressed. The members felt that the complaints should be listed individually on the Consumer Comment Report. Kelly explained to the committee how she groups calls together. Kelly asked the committee for suggestions if they would like the report done in a different format as she can do it however they would like. Kelly also handed out to the committee The Consumer Close Up.

C. Recipient Rights Report

1. CMH Monthly Report -Briana reported that in March 2008 fourteen complaints were open and thirteen were closed. One hundred and ninety-seven Incident Reports were received and reviewed by the Recipient Rights Office in March 2008. Seven second opinions were requested. Of the seven that were completed, none were approved,

two were denied, one consumer withdrew their request and one consumer was a no-showed or did not return a call to the Access Center. There were no sentinel events.

2. Policy Review – The Consumer Advisory Committee reviewed and approved three Recipient Rights policies - Recipient Rights 1.1, 1.8 and 1.10. All three policies were accepted with no changes.
3. Mental Health Codes – Gentry discussed with the committee Mental Health Code (Excerpt) Act 258 of 1974 and Sec. 628(1).

D. State Performance Data (12/31/07) – Tracy Taylor discussed with the committee each of the indicators. She stated if just a small group was sampled it would take just one person to bring the percentage down. Indicator 3 is a little below the state requirements. Tracy explained to the committee the actions being taken by the Utilization Management (UM) Committee to resolve the indicators that are below the State benchmark.. She will come back and report to the committee the procedures that the UM Committee puts in place to prevent the percentage from falling below the benchmark in the future.

E. MI & DD Satisfaction Survey – Tracy Taylor handed out the results from the surveys. The Committee was asked to take the data home and review the information that was handed out. Tracy will come back next month to answer questions and listen to comments the Committee may have regarding the satisfaction surveys.

IV. New Business

- A. CMHOC Board Minutes – Board minutes from February 8, 2008 were attached.
- B. Old Business – Not Applicable

V. Public Comment:

- A. Public comment was heard.

VI. Next Meeting

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

Respectfully submitted:
Patti Lowman