

Approved Minutes
Community Mental Health of Ottawa - Consumer Advisory Committee
Building A-1 – Board Room
Monday, September 8, 2008
1:00-3:00 p.m.

Members Present: Kristi Nale, San-Dee Stradley, Lucile Van Koevering, James Veling

Board Member: Bekki Gretzner

Members Absent: Elizabeth Motman, Stephanie Karr

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

I. Review/Approve Agenda

- A. The proposed agenda was approved.

II. Review/Approve Minutes

- A. The minutes from the meeting on July 14, 2008 were approved with one change.

III. Reports

A. Contract Management –

1. Service Contract for Board Approval:

- A. Jerry Dils – Provides training in our Training Center and educates families on behavioral intervention techniques. This contract was renewed.

- B. Harbor House Ministries – To purchase personal care, community living supports, nursing services and daytime supports from Harbor House Ministries. Currently CMH is funding 31 placements. This contract has a three month extension.

- C. Michigan Department of Labor & Economic Growth, Michigan Rehabilitation Services. This is a match agreement in which the Michigan Department of Labor and Economic Growth, Michigan Rehabilitation Services (MDLEG-MRS) provides transitional employment, supported employment and vocation rehabilitation services for persons with a mental illness and persons with a developmental disability. This contract will be renewed for 1 year. CMH also provides a .5 FTE excluding fringe and indirect costs.

- D. Michigan Department of Human Services - .5 FTE eligibility specialists working in our Access Center. Will be renewed for 1 year.

- E. Pathways – A contract to administer our respite program for both our MI and DD consumers. This contract has been extended through 12/31/2008.

- F. Tri-Cities Open Doors Drop in Center, Inc. – The provider will operate a consumer run drop-in center in which the primary focus is providing community involvement for adults with mental illness. The drop-in center is currently located at 17234 Robbins Road, Grand Haven, MI. (New Contract)
- G. Holland Community Hospital – To purchase adult psychiatric inpatient and electroconvulsive treatment (ECT) services at Holland community Hospital located at 602 Michigan Avenue, Holland. One hundred twenty four (124) individuals have used Holland Hospital this past year. This contract is being renewed for 1 year.
- H. Mercy Health Partners (Formerly Hackley Hospital) – To purchase adult psychiatric inpatient and partial hospitalization at mercy health Partners located at 1700 Clinton Street, Muskegon. Thirty (30) individuals have used Mercy Health Partners this past year. This contract is being renewed for 1 year.
- I. Pine Rest Christian Hospital – To purchase adult and child inpatient, partial hospitalization and electroconvulsive treatment (ECT) services at Pine Rest Christian Hospital located at 300 68th Street, SE, Grand Rapids, MI 49501. Twenty-five (25) individuals have used Pine Rest Christian Hospital this past year. This contract being renewed for 1 year.
- J. Saint Mary’s Health Care – To purchase adult inpatient and partial hospitalization services at Saint Mary’s Health Care located at 200 Jefferson SE, Grand Rapids, MI 49503. Twenty-nine (29) individuals have used Saint Mary’s this past year. This contract being renewed for 1 year.
- K. We are also renewing for 1 year Fieldstone Center (Battle Creek), Forest View (Grand Rapids), Gerber Memorial (Fremont), Memorial Medical Center (Ludington), Oaklawn (Marshall).
- L. Adding 2 new inpatient facilities for 1 year contracts Community Health of Branch County (Coldwater), Hillsdale Community Health.

Kathy discussed with the committee the results of the 3rd Quarter Site Review Report. The site reviews were overall good for the exception of Deans and 76th Street AFC. 76th Street had issues regarding their plan not having the service and appropriate documentation. This was the 1st site review at this home so requirements were explained. Tornado drills scored lower this quarter due to the multiple Hope Network Behavioral Health Homes and their season to run drills differs from ours. CMHOC’s training requirements were explained. Gentry expressed her frustration with training as some training can easily be done through NetSmart right on line. Kathy also mentioned that many times with immunizations that the home does not have a copy. The immunizations records are many times with the physician or guardian. Corrective action is always requested and reviewed in order to maintain contractual compliance.

B. Consumer Comments –

- Kelly informed the committee that the majority of comments were about the Grand Haven CBS that was closed and will now be opening the new Tri-Cities CBS located in Ferrysburg on September 15, 2008.
- The other comments were about the Lakeshore Clubhouse. Kelly commented that the new supervisor started today and that the Clubhouse would now be fully staffed.

C. Recipient Rights Report

1. CMH Monthly Report -Briana reported on July and August 2008.

In July 2008 eight complaints were opened and seven were closed. In August 2008 eight complaints were opened and ten were closed. Two hundred and forty-five Incident Reports were received and reviewed by the Recipient Rights Office in July 2008 and two-hundred and twenty one were received and reviewed in August. Twelve second opinions were requested in July and twenty-one in August. Of the twelve that were completed in July, two were approved, seven were denied, no consumers withdrew his/her request, and three consumers were a no-show or did not return a call to the Access Center. In August of the twenty-one that were completed, two were approved, twelve were denied, two consumers withdrew his/her request, and five consumers were a no-show or did not return a call to the Access Center. There were no critical incidents to report and no sentinel events for July or August. There were no deaths to report in July and one in August.

2. HCH Quarterly Rights Review – Deb reported that over the last quarter there were seven complaints. Three were substantiated and four with no code violation. Four of the complaints were investigated.

3. Policy Review – Updated copies of polices was passed out to the committee. Gentry asked the committee if they had any questions after reading them to bring them back to the October meeting.

4. CAC 2nd Quarter 2008 Report

1. 100% of cases will contain documentation of the consumers(s) having received instruction regarding their rights, responsibilities, and grievance procedures. *Of the open records reviewed in April, 86 records and 62% were given adequate notice. May, 111 records were reviewed and 61% were given adequate notice. June, 106 records reviewed and 67% were given adequate notice. QI not met. It was discovered that CMH Access Center was authorizing preliminary plans but not giving the consumer a copy of what was authorized or giving them the notice of rights. This has since been corrected.*
2. Recipient rights staff will provide additional rights training and information to a total of 100 clients per calendar year. *Twenty Seven consumers at the Clubhouse received Recipient Rights training on confidentiality.*
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. *No surveys 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 day of hire as required by the mental health code. *Of the 15 homes reviewed this quarter only four sites had new employees. First time site reviews were conducted with Alpine Grove, 17 staff including 9 new staff for 53% compliance. Haven 2, 10 staff including 1 new staff for 90% compliance. Strong AFC, two staff including 1 new staff for 50% compliance. Harbor Point East, 22 staff including 2 new staff for 100% compliance. QI indicator not met.*
7. Complaints / Grievances will be responded to within 5 working days of receipt. *April 6 complaints were opened, May, 11 complaints were opened and June, 3 complaints were opened. All complaints were responded to within 5 days. QI indicator met.*

Gentry asked the committee if they felt changes were needed for the quality indicators. The committee will come back next month with any changes they thought would better reflect the Recipient Rights Quality Indicators.

5. Review of the annual funding – The committee reviewed the funding of the office of Recipient Rights and the funding is adequate.
6. Time to elect chair and vice chair – Gentry asked the committee if any of them would be interested. The committee will think about it and put in their nominations at next months meeting.

IV. New Business

- A. CMHOC Board Minutes – Board minutes from June 23, 2008 were attached.
- B. Old Business – Not Applicable

V. Public Comment:

- A. There was no public comment.

VI. Next Meeting

Monday October 2, 2008
1:00 p.m. - 3:00 p.m.
A Building, Board Room

Respectfully submitted:
Patti Lowman