

Approved Minutes
Community Mental Health of Ottawa - Consumer Advisory Committee
Building A-1 – Board Room
Monday, November 10, 2008
1:00-3:00 p.m.

Members Present: San-Dee Stradley, Lucile Van Koevering, James Veling, Elizabeth Motman, Stephanie Karr

Board Member: Bekki Gretzner

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

I. Review/Approve Agenda

A. The proposed agenda was approved with one addition.

II. Review/Approve Minutes

A. The minutes from the meeting on October 13, 2008 were approved.

III. Reports

A. Contract Management – Kathy stated that the Holland Cornerstone Drop-In Center will be renewed with no rate increase. The following contracts have been renewed for under \$1,000 / Week; Alliance Medical, Community Access Line of the Lakeshore, C.A.L.L. 211, Community Care Givers, Dale Bird-Cortes, Holland Hospital Home Health Care Corp., Mike Lozon, Maxim Healthcare Services, Lynn Nowak, and Westshore Medical Personnel Services.

2. Quarterly Site Visit Report (July – September) – Kathy informed the committee overall the Quarterly Report looked good. Jim asked about the low percentage on the BMC plan being signed. Kathy stated this has been an ongoing problem and was being addressed at the Behavior Management Committee. The plans are signed but not at the homes.

B. State Performance Data – Deferred to December 8, 2008 meeting.

C. Respite Satisfaction Survey – Deferred to December 8, 2008 meeting. However, please review the data prior to the meeting.

D. Consumer Comments –

Kelly explained to the committee that the grayed out line items were completed. If it becomes a trend again it becomes white which she will then monitor and follow-up as needed. She updated the committee on their help with responding to the library problem. She believed the library staff appreciated the recommendations. Kelly also informed the committee about a play at Zeeland High School, One Flew Over the Cuckoo's Nest. CMH supplied a flyer on stigma that was included in the program. Kelly also discussed what Mike Lozon role will be with CMH. He is a professional writer and will be able to

reach more of the community with his writing skills. Stephanie expressed concern with the money being spent for this, and felt the money could be spent in a better area.

C. Recipient Rights Report

1. Briana reported on September and October 2008.

In September eight complaints were opened and four were closed. In October 2008 eight complaints were opened and seven were closed. Two hundred and forty-seven Incidents Reports were received and reviewed by the Recipient Rights Office in September 2008 and two hundred and forty-four were received and reviewed in October. Sixteen second opinions were requested in September and twenty-eight in October. Of the sixteen that were completed in September, two were approved, nine were denied and three consumers withdrew his/her request. In October of the twenty-nine that were completed, four were approved, fifteen were denied, five consumers withdrew his/her request, and five consumers were a no-show or did not return a call to the Access Center. There were four critical incidents to report and one sentinel event for September and October. There were three deaths to report in September and three in October.

2. Election – James Veling was named Chair and Stephanie Karr is Vice Chair. The vote was unanimous.

3. Review WRAP – Stephanie Karr – deferred to the December 8, 2008 meeting.

IV. New Business

A. CMHOC Board Minutes – Board minutes from September 22, 2008 were attached.

B. Application for Renewal and Commitment – Greg Hofman presented to the committee a PowerPoint presentation. He discussed the twelve dimension points on a Partnership for Renewal and Recommitment to Quality and Community in mental health. Greg pointed out to the group the opportunities for consumers and advocates to help. Anyone with questions can contact Greg Hofman.

C. Review of Recipient Rights Quality Indicators – Gentry Quality Indicators to be discussed when Gentry returns.

V. Public Comment:

A. There was no public comment.

VI. Next Meeting

Monday December 8, 2008

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

A Building, Board Room

Respectfully submitted:

Patti Lowman