

Approved Minutes
Community Mental Health of Ottawa County
Program Planning & Quality Improvement Committee
CMH Board Room
12265 James Street, Holland, Michigan 49424
Monday, June 2, 2008 3:30 p.m.

PRESENT: Rita Bird, Michelle Bucek, Rebecca Gretzner, Richard Kanten, Rosa Nino

STAFF: Michael Brashears, Greg Hofman, Kathy Coffey, Patricia Genesky

CALL TO ORDER

Ms. Bird called the June 2, 2008 Program Planning and Quality Improvement Committee meeting to order at 3:30 p.m.

CMHOC MISSION AND VISION STATEMENTS

Ms. Bird noted the mission and vision statement.

APPROVAL OF MINUTES

CMH PPQI 08-020 To approve the minutes of the May 5, 2008 Program Planning & Quality Improvement Committee meeting.

Moved by: Gretzner Support: Nino

MOTION CARRIED

APPROVAL OF AGENDA

CMH PPQI 08-021 To approve the agenda for the June 2, 2008 Program Planning & Quality Improvement Committee meeting.

Moved by: Kanten Support: Gretzner

MOTION CARRIED

A review of the DD Satisfaction Survey of consumers and guardians was added to the agenda under Quality Improvement

REVIEW OF SERVICE CONTRACTS

CMH PPQI 08-022 To forward the June 2008 service contracts as presented to the Board of Directors for approval.

Moved by: Gretzner Support: Nino

MOTION CARRIED

Ms. Coffey answered questions posed by committee members regarding the contracts as presented. Ms. Bird asked for clarification regarding the definitions of CLS, Home Help Care, Skill Building and Personal Care. Dr. Brashears recommended a future brief presentation to the Committee regarding these services. The committee members and staff discussed ongoing concerns with the on-call physician's timeliness in submitting her paperwork.

PROGRAM

Update on ACT Team – Michael Brashears

The Plan of Correction for the ACT Team has been submitted to the State, and the initial feedback is positive. A search is being conducted for a part-time psychiatrist to work exclusively with the ACT Team 20 hours per week. Dr. Brashears reported that two of the Mental Health Specialist

positions are to be upgraded to Masters-level Mental Health Clinicians in an effort to increase the clinical qualifications of the team. The ACT team will also become a co-occurring substance abuse treatment team (IDDT). Dr. Brashears will provide regular updates regarding this program as it progresses through this transition.

Update on Clubhouse Services – Michael Brashears

The two Clubhouses have been consolidated (Holland and Grand Haven). Dr. Brashears reported that the Supervisor for the Clubhouse will now serve as Team Supervisor to the ACT team. Clubhouse members will be involved in the interview process for the new Supervisor. Some consumers are requesting less structure and more social activities at the Clubhouse. The Clubhouse Program will be re-examined to ascertain that we are adhering to the Medicaid model. The State will come and complete an analysis of our Clubhouse and provide feedback regarding possible changes.

PLANNING

Report CMS Rule Changes – Michael Brashears

Dr. Brashears discussed the potential effects in the event that this rule change is not overturned. The ability to provide habilitation and case management services will be impacted. A moratorium has been placed on this bill. However, if this bill passes, the fundamental manner in which we provide DD services will change. In planning for the future, Dr. Brashears recommended reviewing the following:

- Financial impact – amount of funds tied to these services.
- Service impact – which services would discontinue.
- Overall impact – how will the community as a whole be effected.

Report on Status of Transportation Committee – Michael Brashears

Dr. Brashears requested the PPQI Committee's input on how they would like the CMH Transportation committee meetings to proceed. It was noted that the impetus for the Transportation Committee was due to numerous complaints by consumers regarding the services. Mr. Hofman noted that the contract provider has done a good job of addressing issues and the number of concerns cited has been drastically reduced. Dr. Brashears recommended that the PPQI Committee members bring suggestions to the July meeting in an effort to develop a plan for the revitalization of the Transportation Committee.

QUALITY IMPROVEMENT

Staff Training/Protocol for Medical Emergencies – Michael Brashears

Dr. Brashears noted that a Board member requested that he investigate the process for training staff for medical emergencies with consumers. The current policy is to call 911 if a staff member observes a medical emergency. He noted that Mental Health Aides are not trained medical professionals. However, all staff working in the day programs are trained in First Aid and CPR. Dr. Brashears discussed the need for identifying medical conditions within the Person Centered Plan and provided some suggestions for ways that individual Medical emergencies might be addressed. The DD Program Coordinator, the Medical Director, the QI Director and the Executive Director will meet to develop an outline for procedures related to medical emergencies.

Performance Improvement Plan – Greg Hofman

Mr. Hofman noted that this plan is being presented for action, as it requires the acceptance of the full Board. This report is an annual requirement of the state. He reviewed the plan and the

recommendations for 2008 with the Committee. Dr. Brashears noted that this is an internal document whose purpose is to define the internal functioning of the agency under the direction of the Executive Director.

CMH PPQI 08-023 To forward the 2008 Performance Improvement Plan to the Board of Directors for approval.

Moved by: Kanten Support: Gretzner
MOTION CARRIED

“Referrals” vs. “Denials” – Greg Hofman

This item was deferred until the July, 2008 Committee meeting.

DD Satisfaction Surveys for Consumers and Guardians – Greg Hofman

This item was deferred until the July, 2008 Committee meeting.

NEW BUSINESS

Suggestions for July 7, 2008 Committee Meeting – Rita Bird

Ms. Bird requested that Committee members forward their suggestions for future agenda items to her. She suggested the ORR Investigation Process, Best Practices and Evidenced Based Practices, CMH Site Visits, Jail Diversion, Respite, and CMH Access Policy as items for consideration on future agendas. Dr. Brashears requested that a time frame for presentations be developed when making these suggestions.

ADJOURNMENT

CMH PPQI 08-024 Motion: To adjourn the June 2, 2008 Program Planning & Quality Improvement Committee meeting.

Motion: Kanten Support: Gretzner
MOTION CARRIED

The June 2, 2008 PPQI meeting was adjourned the at 5:40 p.m.

Rita Bird, Chair