Approved Minutes

Community Mental Health of Ottawa County Program Planning & Quality Improvement Committee

CMH Board Room 12265 James Street, Holland, Michigan 49424 Monday, July 21, 2008 3:30 p.m.

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

ABSENT: Richard Kanten

STAFF: Michael Brashears, Albert Doorn, Greg Hofman, Patricia Genesky

CALL TO ORDER

Ms. Bird called the July 21, 2008 Program Planning and Quality Improvement Committee meeting to order at 3:33 p.m.

CMHOC MISSION AND VISION STATEMENTS

Ms. Bird noted the mission statement.

APPROVAL OF MINUTES

CMH PPQI 08-25 To approve the minutes of the June 2, 2008 Program Planning & Quality

Improvement Committee meeting.

Moved by: Gretzner Support: Bucek

MOTION CARRIED

APPROVAL OF AGENDA

CMH PPQI 08-026 To approve the agenda for the July 21, 2008 Program Planning & Quality

Improvement Committee meeting.

Moved by: Gretzner Support: Bucek

MOTION CARRIED

Dr. Brashears requested that <u>Review of the document from Michael J. Head</u>, and <u>MDCH Site</u> <u>Review Results</u> be added to the agenda under New Business.

REVIEW OF SERVICE CONTRACTS

CMH PPQI 08-027 To forward the July, 2008 service contracts as presented to the Board of Directors for approval.

Moved by: Bucek Support: Gretzner

MOTION CARRIED

Ms. Gretzner commented on the amount of services indicated in the contract with St. John's Healthcare. Ms. Bird noted that there was a great deal of discussion regarding this contract during the Finance Committee meeting. She indicated that CLS services were discussed in general at that time, as well as the need for clarification in the Mental Health Code regarding the definition of CLS services.

<u>PROGRAM</u>

None

PLANNING

Approach to CMS Habilitative Service Changes Discussion/Strategy for Legislative Intervention – Rita Bird

Ms. Bird noted that a moratorium is in place and there likely will not be any changes for the coming year. The Executive Committee has discussed what approach might be taken so that we can maintain these services. A meeting will be scheduled between members of the Executive Committee and Rep. Pete Hoekstra in an attempt to garner his support. She requested that if any of the Board members have relationships or associations with State delegates for legislative action, that they please make contact with them to discuss this issue. Dr. Brashears will develop a one-page summary of the issue and provide it to Board members. Dr. Brashears noted that the recommended strategy from the Executive Committee for addressing this issue will come to the full Board for approval, and will be presented to the joint meeting of the LBHA Executive Committees.

QUALITY IMPROVEMENT

"Referrals" vs. "Denials" – Greg Hofman

Mr. Hofman provided a grid which outlined the number of intakes scheduled so far this fiscal year and included information regarding denial of services and referrals elsewhere for those consumers who are not eligible to receive CMHOC services. He reviewed the information provided and answered questions.

Follow-up on Contractual Providers with Performance Indicator Concerns – Greg Hofman Mr. Hofman provided a flow chart which outlined the process for reviewing contract agencies' compliance with requirements and how CMHOC follows up with any concerns. He reviewed the information provided and answered questions.

DD Satisfaction Surveys for Consumers and Guardians – Greg Hofman

Mr. Hofman reviewed the results of the January, 2008 DD Consumer and Guardian Satisfaction Surveys and answered questions.

OLD BUSINESS

Ms. Bird asked that the Transportation Committee and the issue of Responding to Medical Emergencies continue to be discussed at the Committee meetings.

NEW BUSINESS

New Positions: ACT Mental Health Clinicians (2), Mental Health Services Supervisor – Michael Brashears

Dr. Brashears noted that in an effort to answer to the ACT plan of correction, two Mental Health Specialist positions on the ACT team will be upgraded to Mental Health Clinicians. The agency continues to try to secure a physician to work with that team for 20 hours per week. In the meantime, a locum tenens physician has been retained to work with the ACT Team.

Also being created is a Mental Health Supervisor position, and one of the Mental Health Program Coordinator position will be reduced to .6 FTE's. The Program Director position is to be eliminated. These changes are a part of the Management/Staff restructuring plan.

Board/Executive Director's role in the creation of new positions vs. filling vacant positions– Michael Brashears

Dr. Brashears discussed the need to determine what the Executive Director and the Board roles are when changing or creating new positions. His recommendation is that any position change/addition will be presented to the Board and Committees for information, but will not require approval by the Board or Committees. The consensus of the Committee is that Dr. Brashears will bring changes in staffing/positions to the Committees and Board for information only, but the changes will not require Committee or Board approval before proceeding.

CMHOC Systems Look Review/Annual Report – Michael Brashears

Dr. Brashears reviewed the results of the recent Systems Look Workgroups. He also reviewed the Annual Report that was recently presented to the Board of Commissioners.

Review of Document from Michael J. Head, Director, DCH MH & SA – Michael Brashears Dr. Brashears reviewed the contents of the memo "Future Direction of the Public Mental Health System" along with a concept paper regarding the future of the mental health system that was recently issued by Michael J. Head. Dr. Brashears plans to attend a meeting to discuss this document and will provide follow-up information.

Discussion: Committee Meeting its Defined Roles and Responsibilities – Rita Bird Deferred to next meeting

DCH Site Review Update – Michael Brashears

Dr. Brashears reported that CMHOC achieved the highest score in the State. He commended the QI Unit for their efforts. A plan of correction for any deficits will be developed upon receipt of the final report from the State.

COMMENTS

Dr. Brashears noted that he will not be available to attend the August 4 meeting. Also, the September meeting date falls on a holiday. The group consensus was that the August meeting will be postponed for one week, to be held August 11, and the September meeting will be postponed one week, to be held September 8. Ms. Bird will send e-mails to committee members to determine their availability for those dates.

ADJOURNMENT

CMH PPQI 08-028 Motion: To adjourn the July 21, 2008 Program Planning & Quality

Improvement Committee meeting.

Motion: Gretzner Support: Bucek

MOTION CARRIED

Ms. Bird adjourned the July 21, 2008 PPQI meeting	at 5:33 p.m.
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Rita Bird, Chair	
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