

Minutes
**Community Mental Health of Ottawa County
Program Planning & Quality Improvement Committee**
Monday, August 11, 2008

PRESENT: Rita Bird, Michelle Bucek, Richard Kanten (arrived at 4:10)

ABSENT: Rosa Nino, Rebecca Gretzner

STAFF: Greg Hofman and Kathy Coffey

GUEST: Barb VanderVeen

CALL TO ORDER

Ms. Bird called the August 11, 2008 Program Planning and Quality Improvement Committee meeting to order at 3:32 p.m. At 4:15 p.m., when a quorum was present, Ms. Bird opted to review the agenda, minutes and contracts as presented. These items were then acted upon.

CMHOC MISSION AND VISION STATEMENTS

Ms. Bird noted the mission statement.

APPROVAL OF MINUTES

CMH PPQI 08-029 Motion: To approve the minutes of the July 21, 2008 Program Planning & Quality Improvement Committee meeting.

Moved by: Bucek Support: Kanten

MOTION CARRIED

APPROVAL OF AGENDA

CMH PPQI 08-030 Motion: To approve the agenda for the August 11, 2008 Program Planning & Quality Improvement Committee meeting.

Moved by: Bucek Support: Kanten

MOTION CARRIED

REVIEW OF SERVICE CONTRACTS

CMH PPQI 08-031 Motion: To forward the August, 2008 service contracts as presented to the Board of Directors for approval.

Moved by: Bucek Support: Kanten

MOTION CARRIED

Ms. Coffey reviewed the contracts as presented and answered questions. She provided the following detailed information:

Harrison's rate increased due to the fact that the residents' needs have increased. The same assessment to determine rates is done at the licensed AFC homes and family homes. Ms. Bird asked what the increase in funds is being used for, and Kathy Coffey informed the group that Harrison needed to enhance their staffing on third shift. Harrison added an extra position to have one awake and one sleep staff to third shift.

TLS Litchfield LLC – Medicaid billable service for this particular consumer instead of using general fund dollars.

LocumTenens.com – possible psychiatrist who can fill in for Dr. Salva and Ruth Holthuis, NP beginning in September. The dollar amount is the maximum amount our budget will allow.

Robert Vonk II (Certified Family Home) – There was a shift in dollars from one AFC to another AFC. Family members wanted this consumer moved into Robert Vonk II due to this vacancy.

Ms. Bird requested that at future meetings Kathy Coffey include details of the comments received from recipients when a “fair” and/or “poor” satisfaction is expressed. The group would also like to know what actions were taken to or follow up to resolve the dissatisfaction when a legitimate complaint is raised.

PROGRAM

Discussion: Future service presentation by Executive Director and/or Staff – Rita Bird

Ms. Bird distributed copies of the concept paper received from Mr. Head and her notes from the meeting with Judy Webb. Questions that followed the discussion: How is the plan going to save money for the system? Where will the funds come from to support services while the changes are made? Can all consumers be safely served in totally integrated settings. Ms. Webb did recognize Ottawa for maintaining day programs/Kandu as optional service settings.

PLANNING

Discussion: Program needs from individual committee members perspectives – Rita Bird

OAC – Request for a district analysis of future service needs of OAC consumers transitioning into adult services. How do reduced funding and rule changes affect these services?

CLS – Request for additional information on this service. The types of services that are delivered and differences between Skill Building, CLS and Personal Care service delivery.

Medical Emergency Protocol – Update requested

QUALITY IMPROVEMENT

Discussion: Quality issues and how the agency could improve methods of obtaining consumer/family input in order to assess needs – Rita Bird

Consumer Satisfaction Survey: Guardians and consumers expressed their concern about safety. The committee requested additional information about what safety concerns were specifically identified. Mr. Hofman will look at the questionnaire to identify the issues and present his findings at next month’s meeting. A request was also made to analyze the questions on the survey. There may be a need for clarification of the intent of the questions to assist consumers/guardians to better understand the information that is requested.

OLD BUSINESS

Discussion: Roles and Responsibilities of the Committee – Rita Bird

Do we need to do more as a committee? Please add to next months agenda.

NEW BUSINESS

Discussion: Regular Monthly meeting schedule – Rita Bird

The committee is proposing that this meeting get moved to the second Monday of the month. Ms. Bird will discuss this recommendation with Dr. Brashears and the other committee members who were absent. If committee members and Dr. Brashears are all available on the second Monday of each month, the proposed change will become effective for the September meeting.

COMMENTS

No comments.

ADJOURNMENT

CMH PPQI 08-032 Motion: To adjourn the August 11, 2008 Program Planning & Quality Improvement Committee meeting.

Moved by: Bucek Support: Kanten

MOTION CARRIED

Ms. Bird adjourned the August 11, 2008 PPQI meeting at 4:40 p.m.

Rita Bird, Chair