

Meeting Date: February 11, 2022

RCAC/MSHN Attendees:

19 members attended online, S. Gettel (MSHN) and D. Dedloff (MSHN)

KEY DISCUSSION TOPICS

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| <ul style="list-style-type: none"> • Welcome & Introductions • Review and approve December 10, 2021 meeting snapshot <ul style="list-style-type: none"> ○ Follow-up agenda items • Approval of current agenda • Discussion: Coordination of care and transition planning for individuals wanting/needing to change treatment providers. • MSHN Informational Items: <ul style="list-style-type: none"> ○ Quality Improvement Quarterly Updates | <ul style="list-style-type: none"> • FY22 RCAC Draft Policy Review • Public Behavioral Health System Redesign Update • CMHSP Local Updates • Other Business • Adjourn |
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✓ **KEY DECISIONS**

- ✓ Welcome & Introductions
- ✓ The RCAC meeting snapshot from December 10, 2021 was approved.
 - Follow-up agenda items: None
- ✓ The current agenda was approved.
- ✓ The group discussed strategies for the coordination of care and transition planning for individuals wanting/needing to change treatment providers. The feedback received from members included:
 - Changes can lead to fear on the part of the individual, it is helpful for staff to remember this.
 - Consistent staffing helps with a transition.
 - Member suggested that providers complete a review of the individual's transferred records to help the provider to be knowledgeable on their care and to not make the individual restate the information which was already found within the records.
 - It is helpful for the individual to receive a clear plan for the steps needing to be taken, the location of the transferred provider, important phone numbers, and any other information to set the individual up for a successful transfer.
 - A "warm handoff" between the old provider/staff and the new provider/staff is helpful and makes the transition easier.
 - Scheduling a "meet and greet" is helpful also.
 - Consistency between service providers in how services are provided helps with the transition.
 - Having notification and allowing sufficient time to transition all the individuals needing to be transferred is helpful.
 - A member reported that he wrote an introduction on himself and provided the introduction to a new staff to help the staff know his preferences for treatment; other members agreed this would be a helpful strategy.
- ✓ MSHN Informational Items:
 - Sandy Gettel (MSHN) provided her Quality Improvement Quarterly Updates. The updates included the FY2022 QAPIP Plan Final Draft and the FY22 QAPIP Plan Executive Summary Draft. She spoke on the goals and recommendations from the QAPIP Plan Executive Summary. The areas covered were Organizational Structure and Leadership, Performance Management, Stakeholder Feedback, Event Monitoring and Reporting, Utilization Management, Practice Guidelines, Behavior Treatment, Provider Monitoring, and External Review/Monitoring. She went onto review the changes to the full FY2022 QAPIP Plan. Members asked a few questions but did not provide any extensive feedback on the information Ms. Gettel presented.
- ✓ Dan Dedloff (MSHN) reviewed updates to the RCAC Policy for the FY22 policy review. The policy contained minimal updates and the members did not have any feedback for consideration. The updated policy was approved by the RCAC members for use.
- ✓ Dan Dedloff (MSHN) shared a brief update regarding the proposed Public Behavioral Health System Redesign Initiatives since not much has occurred in the past few months regarding the initiatives. Members were encouraged to continue to take advantage of the available advocacy opportunities through the Community Mental Health Association of Michigan and any other advocacy efforts which become available.

- A report highlighting key takeaways from the recent state representative listening sessions was also reviewed and discussed. The Listening Tour Report will be sent out to members to assist them in their continued advocacy efforts.

✓ CMHSP Local Updates

- Bay-Arenac Behavioral Health
 - Staff liaison reported a focus on recruitment for their local consumer council and MSHN's RCAC. Their local consumer council continues to meet remotely. During their recent meeting, the group discussed the Public Behavioral Health System Redesign and planned to send another advocacy letter.
- CMH for Central MI
 - Staff liaison reported that a new member was approved for membership for their local consumer council during their recent meeting. She spoke on their consumer council's initiative to encourage CMHCM direct support professionals and that their members selected a staff member to nominate for recognition for going above and beyond in their work. The CMHCM supervisor for the Parent Support Partners program presented on the program during the meeting.
- CMHA of C-E-I
 - Member reported that in February there will be an art show and in March a community breakfast is scheduled. Their drop-in center is a nice place where people feel valued. Their RCAC members participated in the meeting today as a group locally at the CMHA of C-E-I office and that was a welcomed change. A member, Tina, recently won first prize in the Disability Network's essay contest.
- Gratiot Integrated Health Network
 - Member reported there are a number of things going on around GIHN. An art show, a free nutrition class via Zoom, and a nature walk with a scavenger hunt is scheduled for May.
- Huron Behavioral Health
 - Member reported that their last consumer council meeting was in-person.
- The Right Door
 - Member reported that their next consumer council meeting is scheduled via Zoom on Thursday. Peer support specialists are meeting with individuals in-person. Their drop-in center is open again.
- LifeWays Community Mental Health – No updates
- Montcalm Care Network (MCN)
 - Staff liaison reported that during their last consumer council meeting the group discussed the Public Behavioral Health System Redesign bills. Their mobile crisis unit continues to be busy.
- Newaygo County Mental Health
 - Member reported that Newaygo County Mental Health is celebrating 50 years as an organization. They hope their consumer council will return to meeting in-person again. Plans are being put in place to be prepared for when services can return to normal.
- Saginaw County CMHA
 - Member reported that their local consumer council meeting was last week. During the meeting a speaker presented on evidence-based treatment. Efforts to advocate against the Public Behavioral Health System Redesign were also discussed.
- Shiawassee Health and Wellness
 - Member reported that their consumer council has been exploring ways to improve their CMH's relationship with local law enforcement. Membership continues to be low for their consumer council.
- Tuscola Behavioral Health Systems
 - Staff liaison reported that new members for the MSHN RCAC have started today. The name of their local consumer council has been changed to Peers4Peers. Member spoke on the Community Mental Health Association's art exhibit and that many TBHS individuals have submitted art for the exhibit.

✓ Other Business:

	<ul style="list-style-type: none"> ○ Members discussed how best to address the individuals who receive services. The term “Consumer” can be considered derogatory by some. Members shared that their CMH us the terms “Peer” and “Member Serviced” to refer to individuals engaged in services.
✓ ACTION/INPUT REQUIRED	<ul style="list-style-type: none"> ✓ Adjourned • None
✓ KEY DATA POINTS/DATES	<ul style="list-style-type: none"> • Next meeting scheduled for April 8, 2022, 12:30-3:00pm via Zoom online