

Council, Committee or Workgroup Meeting Snapshot

Meeting: Regional Consumer Advisory Council

<p>Meeting Date: October 13, 2017</p> <p>MSHN Representatives: 18 members attended the meeting (2 attended by phone), K. Zimmerman (MSHN), Dan Dedloff (MSHN)</p>	<p style="text-align: center;">KEY DISCUSSION TOPICS</p> <ul style="list-style-type: none"> • Welcome & Introductions • MSHN Information Items: <ul style="list-style-type: none"> ○ FY17 Q3 Behavior Treatment Summary Report ○ FY17 SUD Satisfaction Surveys ○ FY17 Q1 & Q2 Grievance and Appeal Report • MSHN Discussion and Feedback Items • Election of Vice Chair • 2018 Meeting Schedule • Discussion and Feedback Items • Local Updates
<p>✓ KEY DECISIONS</p>	<ul style="list-style-type: none"> ✓ Approval of the Agenda (Handout #1) without additions ✓ Review Minutes & Follow-up Items from August 11, 2017 (Handout #2): Minutes approved as written ✓ MSHN Informational Items: <ul style="list-style-type: none"> ○ FY17 Q3 Behavior Treatment Summary Report (Handout #3): Kim Zimmerman <ul style="list-style-type: none"> ▪ This report is reviewed quarterly with the QIC for trends, outliers and QI opportunities ▪ Local committees will be discussing definitions to see how they are being interpreted at the local level ▪ The option of “unidentified” as a type of intervention will be removed from the form starting in FY18Q1 ▪ Local committees will start reviewing what types of interventions are being reported under the “other” category ▪ Some of the study questions are also being reviewed by BTR staff and QIC to ensure consistency with reporting and data being collected ○ FY 17 SUD Satisfaction Surveys (Handout #4): Dan Dedloff <ul style="list-style-type: none"> ▪ The report was reviewed focusing on the outcomes of each area ▪ This survey consists of 15 questions and is administered between June 13th-July12th ▪ The results showed positive responses and were compared to the previous two years ▪ The return rate for this survey was very good ○ FY17 Q1 & Q2 Grievance and Appeal Summary Report: <ul style="list-style-type: none"> ▪ The results for each CMHSP and MSHN’s overall scores were reviewed per indicator ▪ The overall scores showed an improvement for FY17Q2 for indicator #1a and #2a, stayed consistent for indicator #3a and showed a slight decrease for indicator #4a ▪ There was a suggestion from one of the members to restructure the format of the data to help better explain it to others as there is a lot of data to review ✓ MSHN and MDHHS Updates: <ul style="list-style-type: none"> ○ FY18 Contract Amendment #1 has been distributed ○ A high level review of the changes involving the PCP policy, HCBS, Grievances and Appeals and the Customer Services Standards was completed

	<ul style="list-style-type: none"> ○ Discussed the work the Customer Service Committee is doing to revise the necessary policies, templates, consumer handbook, etc. to be in compliance with the contract revisions ○ The MDHHS QIC meeting held this month focused a lot on Z-Codes and social determinants of health ✓ Election of New Vice Chair <ul style="list-style-type: none"> ○ There were three nominations for the position of vice chair ○ A new vice chair was elected ✓ 2018 Meeting Schedule <ul style="list-style-type: none"> ○ There was a discussion about the schedule and meeting location for the meetings through the end of 2018 ○ Gratiot will remain the location by unanimous vote ○ The complete schedule is included in the meeting minutes ✓ Local Updates <ul style="list-style-type: none"> ○ Each CMHSP was given time to discuss local updates, consumer initiatives, etc. ○ Shiawassee: Trying to figure out what other places do to make campus non-smoking <ul style="list-style-type: none"> ● Several members discussed the practices at their local agencies and drop in centers ○ The Traveling Art Show is now happening in several counties ○ Walking at the YMCA is available to clients, just have to sign up for a special offer. They also offer other health and exercise classes at a special rate ○ Tuscola: <ul style="list-style-type: none"> ● Consumer newsletter being passed along and new billboards are up ● Working with police to provide info on opioids ● Moved time of local advisory meeting to get more involved
✓ ACTION/INPUT REQUIRED	<ul style="list-style-type: none"> ● Future Agenda Items: <ul style="list-style-type: none"> ○ Items to be communicated to Kim or Council Chair
✓ KEY DATA POINTS/DATES	<ul style="list-style-type: none"> ● Next meeting scheduled for December 8, 2017: 12:30-3 Gratiot CMH