

## Community Mental Health for Central Michigan Provider Network Meeting Minutes

**Date:** 1/26/10  
**Time:** 10:00 a.m.  
**Place:** Lake Michigan conference room – Isabella office  
**Meeting called by:** Bryan Krogman  
**Type of meeting:** Regular, semi annual  
**Note taker:** Amanda Bauer  
**Attendees:** Provider Network, Bryan Krogman, Ruth Moeggenberg, Tom Rojeski, Doug Carey, Kris Stableford, Karen Bressette, John Obermesik, Sherry Hockstra, Barb Mund, Jennifer Bloemker, Chris Mikulin, Kim Boulier, Linda Kaufmann  
**Attendees (via conference phone):** Crisis Center  
**Excused:**  
**Absent:**  
**cc:**

**Review Minutes:** N/A

**Review Agenda:** N/A

### **Agenda Topic:** *Announcements*

**Presenter:** *All*

**Discussion & Conclusions:** *There is a \$.50 increase from DHS for Adult Home Help. The comp rate that we pay will be adjusted accordingly. This is retroactive to November 1, 2009*

**Action Items,  
Person Responsible  
& Deadline:**

### **Agenda Topic:** *State and Agency Update*

**Presenter:** Linda Kaufmann

**Discussion & Conclusions:** State budget was briefly discussed, as most know, it is not looking very good for next FY. The agency has been conservative with budgets and believes it is in a good spot financially.

Jim House, Finance Director has retired. Bryan Krogman has been appointed new Chief Financial Officer. Bryan's position will be filled.

Tom Rojeski, Program Director has retired. Kim Boulier, supervisor from Isabella county has been appointed to this position – Program Director for Mecosta/Osceola locations.

The agency is focusing on Evidence Based Practices and solutions for tight budgets. Is working to help aid in fast, effective recovery for the consumers, using the best Evidence Based Practices. BSFT (Brief Strategic Family Therapy) is one of the new practices being taught and implemented, along with Trauma Informed Cognitive Behavioral Therapy for children.

The new Crisis Mobilization Team has been working hard and has helped to reduce hospitalization costs for the agency.

**Action Items,  
Person Responsible  
& Deadline:** Questions: Elaborate on the Trauma Informed Cognitive Behavioral Therapy  
Answers: Shown that of the consumers at CMH, 70-80% have experienced trauma. This therapy helps therapists to gain knowledge of this trauma and help to prevent it from happening again during the therapy process.

**Agenda Topic:** MDCH Review Report

Presenter: Sherry Hockstra/Bryan Krogman

Discussion & Conclusions: December brought about surveyors for our charts, policies and procedures, etc. The agency received a 92% compliance.

The agency wishes to thank the providers – we were 100% on personal care in licensed residential care settings.

Currently, the agency is working on the plan of correction for the few items that were outlined by the State.

Right now, the REE (Recovery Enhancement Environment) surveyors are here, surveying consumers. This tool will gage how the recovery is going, and how the agency is promoting recovery. The results will be tabulated and then given to us.

Our Plan of Correction includes:

1. Record Keeping in Homes – what documents are required. The agency will be outlining what documentation is expected to be in the homes.
2. Provider Monitoring Communication – The results of the monitoring of the provider network will need to be communicated to consumers.
3. Training Documentation – the training record grid will need to be utilized by providers for each staff person.
4. Contingency Planning – plans in case of emergencies
5. Safety – carbon monoxide detectors and environmental safety checks

Action Items,  
Person Responsible  
& Deadline:

**Agenda Topic:** *Red Flag Rule and Breach Notification*

Presenter: Bryan Krogman

Discussion & Conclusions: The Red Flag rule is for those agencies who provide services and then bill the customer later. Federal Trade Commission has issued this rule – how to know if you're at risk:

- Have a written policy regarding identity theft (template available: [www.ftc.gov/redflagrule](http://www.ftc.gov/redflagrule))
- Do you know your clients personally?
- Do you provide services at their homes?
- Have you ever experienced identity theft?

Steps to prevent identity theft:

- Know the warning signs – and how to detect them.
- Know how to respond if there are warning signs
- Know how to operate a program of response in the case of identity theft

This program has a June 1, 2010 enforce date.

Breach Notification is part of the HI-Tech act – which is a function of the stimulus money. This is the process for any time there is a breach of confidentiality.

- Who do you have to notify – depends on how many records were in breach
- Individual notice is needed
- What is the level of harm of the information – if more than 500 people involved,

media notification has to be done.

Also a June enforcement – go online and search for “breach notification hatch act”. Be familiar with the requirements of this act.

Action Items,  
Person Responsible  
& Deadline:

**Agenda Topic: Provider Forum Report**

Presenter: Bryan Krogman  
Discussion & Conclusions: The first provider forum met in December. This meeting is for discussion of topics of interest to providers, and is for easier communication among providers. Medical protocols and errors were one of the main topics discussed in December. There was great discussion and many resources were given. There were items that were brought up regarding CMH’s staff and what could be improved upon, or communicated.

Summary of forum:

Q: Was there a new medication disposal policy enforced? A: Yes, this is in the Centrain manual, pg. 21.

Q: Do we have a guideline for passing meds? A: Yes, in centrain

Need guidelines for basic protocols: Centrain does have some protocols, also can get resources from community, like from Red Cross. New placements were discussed, the need for timely medical information. There is a committee looking at pre and post placement protocols. It was asked if there were any providers on this committee, and the answer is yes.

The next meeting will be in March, discussing external reviews and the requirements that providers have seen. Also, there will be some training materials shared.

Action Items,  
Person Responsible  
& Deadline:

**Agenda Topic: Provider Topics**

Presenter: All  
Discussion & Conclusions: 

1. Discussion on the electronic sharing of contract documents.
  - a. This is being worked on, piloting with some providers right now. Will be expanding as soon as possible.
2. MIOSHA
  - a. There are unexpected visits to group homes – some citations are monetary. These are not complaint driven inspections. For more information, go to [www.michigan.gov/miosha](http://www.michigan.gov/miosha)

Action Items,  
Person Responsible  
& Deadline:

**Meeting adjourned at: 11:00 a.m.**

**Next meeting date: To be announced**

Observers:

Resource Persons:

Special Notes: Centrain Forum minutes in separate document