

Meeting Date: October 14, 2022

RCAC/MSHN Attendees:

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

KEY DISCUSSION TOPICS

- | | |
|---|--|
| <ul style="list-style-type: none"> • Welcome & Introductions • Review and approve August 12, 2022 meeting snapshot <ul style="list-style-type: none"> ○ Follow-up agenda items • Approval of current agenda • FY22 Consumer Advisory Council Annual QAPIP Report • FY23 Consumer Advisory Council Team Charter Review • MSHN Informational Items: <ul style="list-style-type: none"> ○ Quality Improvement Quarterly Updates ○ QAPIP Performance Measures Update | <ul style="list-style-type: none"> • MSHN Adverse Benefit Determination Training • Member Suggested Topics <ul style="list-style-type: none"> ○ Service improvements and CMH experiences ○ Overcoming Transportation Barriers • Public Behavioral Health System Redesign • CMHSP Local Updates • Other Business • Adjourn |
|---|--|

✓ **KEY DECISIONS**

- ✓ Welcome & Introductions
 - The ongoing reminder regarding meeting participation etiquette was provided to assist members in having a smooth and courteous meeting.
- ✓ The Regional Consumer Advisory Council (RCAC) meeting snapshot for August 12, 2022 was approved.
 - Follow-up agenda items: None
- ✓ The current agenda was reviewed and approved.
- ✓ Dan Dedloff [MSHN] reviewed the FY22 Consumer Advisory Council Annual QAPIP Report. Last year's accomplishments were reviewed and approved. Members provided feedback and suggestions on the goals for FY23. Members approved the annual QAPIP Report for submission.
- ✓ Dan Dedloff [MSHN] reviewed the Consumer Advisory Council Team Charter. No feedback or revisions were recommended by the members. Members approved the Team Charter for submission.
- ✓ MSHN Informational Items:
 - Sandy Gettel [MSHN] presented on the Quality Improvement (QI) quarterly updates. Ms. Gettel reviewed the FY22 Q3 data for follow-up after hospitalization, Performance Indicators, and Adverse Events/Critical Incidents. She noted, that as a region, the CMHSPs have met the standards but are getting closer to not meeting the standard in a few areas. For Events/Critical Incidents, she noted that homicides and accidental deaths are the highest she has seen. She also reviewed the MSHN Performance Improvement Projects focused on reducing/eliminating the racial or ethnic disparities between the black/African American population and the white population in their access to treatment. The baseline data reported a 4.45% difference exists, and efforts are being made to reduce or eliminate the difference. Members shared feedback on the QI quarterly updates. Barriers (transportation, insurance, staffing, distribution of information) impacting access to treatment were discussed. Telehealth and the 2-1-1 were noted as being beneficial in assisting individuals in accessing treatment.
- ✓ Dan Dedloff [MSHN] lead a review and discussion on the recently completed MSHN Adverse Benefit Determination (ABD) Training. Members provided feedback on the training as it being helpful and noted that the information is important for staff to know. Members spoke about advances in technology which allowed CMHSPs to provide ABD Notices through a "patient portal" and noted this as a convenient way to access important information.
- ✓ Member Suggested Topics:
 - Members discussed their experience with service improvements through their CMHSP. The replacing of medical staff when staff leave can be a disruption in receiving quality care, so good communication when staff need to be changed was noted as a desired service improvement.
 - The topic of overcoming transportation barriers was moved ahead to the next meeting.
- ✓ Members briefly discussed that there has been little public activity regarding Sen. Shirkey's proposed Senate bills 597 & 598 focused on the public behavioral health system redesign. This may be due to the upcoming elections in November. Some feel that Sen. Shirkey and

	<p>Rep. Whiteford may be discussing ways to combine their system redesign efforts. Members are encouraged to continue to advocate in opposition to the system redesign.</p> <ul style="list-style-type: none"> ✓ CMHSP Local Updates <ul style="list-style-type: none"> ○ Bay-Arenac Behavioral Health <ul style="list-style-type: none"> ▪ Staff liaison reported that during the most recent consumer council, members received a training focused on voting. ○ CMH for Central MI <ul style="list-style-type: none"> ▪ Member reported that staffing continues to be an issue, but six new staff have recently been hired to fill open positions. Walk-a-Mile was a positive experience. ○ CMHA of C-E-I <ul style="list-style-type: none"> ▪ Member reported that CEI continues to offer their drop-in center to allow individuals served a place to stay during the day. ○ Gratiot Integrated Health Network <ul style="list-style-type: none"> ▪ Member reported an upcoming Mental Health First Aid training. He participated in Walk-a-Mile, and it was a positive experience. ○ Huron Behavioral Health <ul style="list-style-type: none"> ▪ Member reported that efforts are underway to find more members to represent HBH during the RCAC. ○ The Right Door <ul style="list-style-type: none"> ▪ Member reported that a number of individuals were able to attend Walk-a-Mile and it was a good experience. A new Peer Support Specialist has been hired. ○ LifeWays Community Mental Health <ul style="list-style-type: none"> ▪ None ○ Montcalm Care Network (MCN) <ul style="list-style-type: none"> ▪ None ○ Newaygo County Mental Health <ul style="list-style-type: none"> ▪ Member reported a desire to restart face-to-face local CAC meetings. ○ Saginaw County CMHA <ul style="list-style-type: none"> ▪ None ○ Shiawassee Health and Wellness <ul style="list-style-type: none"> ▪ Member reported their recent CAC included a presentation on suicide prevention which was very informational. ○ Tuscola Behavioral Health Systems <ul style="list-style-type: none"> ▪ Staff liaison reported a new female peer support specialist was hired. ✓ Other Business: <ul style="list-style-type: none"> ○ None ✓ Adjourned
<ul style="list-style-type: none"> ✓ ACTION/INPUT REQUIRED 	<ul style="list-style-type: none"> • None
<ul style="list-style-type: none"> ✓ KEY DATA POINTS/DATES 	<ul style="list-style-type: none"> • Next meeting scheduled for December 9, 2022, 12:30-3:00pm via Zoom online