



Community Mental Health Partnership of Southeast Michigan Regional Provider Meeting

April 25, 2008

555 Towner Blvd, Ypsilanti, MI –Room 107

Washtenaw Community Health Organization

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Announcements – Kelly Gauthier, PRU

Policy Updates (Jan-Mar 08):

- List of updated policies was distributed.
- **Culturally & Linguistically Appropriate Services** policy replaces both the LEP and Cultural Competency policy.
- Handouts from this meeting are posted on the web.
https://edit.ewashtenaw.org/government/departments/cmhpsm/provider_information/MH%20Regional%20Provider%20Meeting/regional_provider_mtgs/Regional%20MH%20Provider%202008/copy2_of_4-27-2007%20Meeting%20Attachments

Incident Reports:

- Please print legibly because CMH staff are having trouble deciphering the reports.
- Use either Encompass ID or the consumer's full name (no nicknames!).
- Please include provider name and site location, if there are multiple sites.
- If you need training or have questions, contact Rondrea Green to get assistance at 734-544-3055.

Performance Improvement (PI) Data:

- Congratulations to Monroe providers for completing Q1 PI data on time!
- If a consumer is not able to respond/complete a consumer survey, please send the survey to his/her guardian(s) to fulfill this requirement.
- Staff training is going well. There have been improvements in training rate.
- MDCH will be visiting affiliates for the next 2 weeks starting April 28. Training records is one of the things that will be reviewed

Training Resources:

- Please use the Quick Links on the Provider Homepage and select "Provider Training Resources."
http://www.ewashtenaw.org/government/departments/cmhpsm/provider_information/pro_ho_mepage.html
- LEP training is complete and ready for provider staff. A brochure is also available for reference; it summarizes the federal requirements.
- Medication re-training is ready and will be used in all four affiliate counties. The test is still being developed. Tests will be given by the CMH nurses, although a process for that has not yet been developed. PRU will notify providers once everything is finalized.



Office of Recipient Rights Update – Shane Ray, Liz Boerkoel, Francis Foley, Recipient Rights Officers

- Introduction of new Rights Officers Liz Boerkoel (Washtenaw) and Fran Foley (Lenawee).
- Transmission of consumer information via email is not secure. Please use Encompass ID or consumers' initials instead of consumer names.
- Update on changes to the Administrative Rules: Financial exploitation has been moved to the category of abuse and will be investigated accordingly. This includes "identity theft".

Documentary: "Unnatural Causes" " - Part I, 60 min

A compelling evidence of how people's overall health is linked to their socioeconomic status, which in turn is linked to their access to care.

Integrated Health - John Shovels & Brandie Hagaman, CSTS; Dr. Henke, Monroe Medical Director

- Goals: Integration of mental health and physical health – bring all the services together at one location. Reduce the stigma of having separate mental health treatment locations, and promote recovery by allowing consumers to receive mental health services in the community, so they can be discharged from the CMH system.
- There are 6 components in the model currently being implemented in Washtenaw County:
 1. Comprehensive Integrated Health
 - Partnership w/ area primary care programs.
 - Embed mental health within the primary care clinics.
 - Clinics - Packard, Neighborhood, Corner [ages 12-21], UM's Taubman
 2. Coordinated Community Care
 - Prevention and early intervention services.
 - Clinics - Ypsilanti Family Practice, Shelter, Ozone House.
 3. Health Education
 - Give tools for self-help and trainings to make positive changes in people's lives.
 - Grants and projects: safe community, hygiene, adults w/ a developmental disability, smoking cessation w/ CSTS and Public Health)
 4. Pharmacy Services
 - On-site pharmacy to provide consumers with easy access to medications.
 - Quick access to doctors and care coordination, to reduce pharmacy errors.
 5. Nurse Practitioner (NP) at Community Mental Health (CMH) settings
 - NP serves CMH 8 hrs/wk. May be expanded to 32 hours in 2008.
 6. Primary Care Initiative
 - Data has shown fragmentation between systems which leads to breakdowns.
 - Better coordination of care and follow-up when a consumer is bridged back to their community.
 - Provides consultation and support to community primary care providers.



- Monroe Clinic: Dr. Hanke gave an overview of Monroe CMHA's partnership with Family Medical Center, the county's federally qualified health center.

Questions/Feedback from Providers:

- Who is eligible? (Medicaid consumers or anyone with no healthcare insurance.)
- It would be nice to see substance abuse treatment included in the integrated model.
- This is great for consumers and providers because of the time saved in driving to various locations for services.

Meeting adjourned @ 12:00 p.m.

Next Meeting:

- **The next provider meeting will be: 9:30 am, Sept. 26, 2008 at 555 Towner, Ypsilanti, MI**
- Please feel free to submit agenda ideas/requests to Anne Yu at yua@ewashtenaw.org or 544-3043