

**MINUTES OF THE BOARD**  
**January 21, 2016**  
**North Country Community Mental Health**  
**Board Room**  
**1420 Plaza Drive**  
**Petoskey, Michigan**

**BOARD MEMBERS PRESENT:** Gary Averill, Paul Liss, Dennis Priess, Ed Ginop, Dan Plasencia, Karla Sherman, Ron Isler, Christian Marcus, Sr. Augusta Stratz, Joel Evans, Bob Boyd, Louis Scholl

**BOARD MEMBERS ABSENT:** Craig Crambell, Sue Allor

**STAFF:** Alexis Kaczynski, Christine Gebhard, Kim Rappleyea, Joan Booth

Mr. Ginop called the meeting to order at 4:30 p.m.

**ROLL CALL**

Mr. Ginop welcomed the Board members and staff.

**PUBLIC COMMENT**

There was no public comment.

**CONSENT AGENDA**

**Financial Statement – Provider Operations - North Country CMH:**

Balance on Hand, Nov. 30, 2015	\$4,425,653.27
Receipts, Adjustments & Transfers, Dec.	\$5,676,642.70
Total Disbursements & Adjustments, Dec.	\$3,498,141.03
Increase in Cash Balance	\$2,178,502.67
Balance, Dec. 31, 2015	\$6,604,154.94

\*Approximately \$3,903,741 has been advanced from the State of Michigan and has been encumbered for outstanding bills.

\*\*Received November 2015 B/B3 Payment of \$1,900,850.16 on December 7, 2015 and November 2015 Healthy Michigan Plan of \$194,928.42 on December 3, 2015.

**MOTION BY KARLA SHERMAN, SECOND BY GARY AVERILL, TO APPROVE THE CONSENT AGENDA. MOTION CARRIED.**

**Information (I) Items from Committee Reports**

Information items were included in the committee minutes.

## **Privileging Recommendations**

There were no privileging recommendations this month.

## **COMMITTEE RECOMMENDATIONS – BOARD ACTION**

### **Program Committee**

Sr. Augusta Stratz reported on the Telemedicine Policy, Clinical Record Policy, Tobacco and Drug Use/Abuse Policy and the Non-discrimination Policy.

It was decided to handle approval of these policies in one motion.

**MOTION BY SR. AUGUSTA STRATZ TO APPROVE THE TELEMEDICINE POLICY, CLINICAL RECORD POLICY, TOBACCO AND DRUG USE/ABUSE POLICY AND THE NON-DISCRIMINATION POLICY. MOTION CARRIED.**

Sr. Augusta Stratz reviewed the Administrative Services – FY 2015 Annual Report.

Sr. Augusta Stratz reviewed the Utilization Management Plan, FY 2015 Annual Report.

Sr. Augusta Stratz reviewed the Risk Management Committee, FY 2015 Summary.

Ms. Kaczynski reminded the Board members that this information was sent to the Program Committee but is available to all board members at any time. Interested board members should contact Joan or Alexis.

## **ACTION ITEMS – WITHOUT COMMITTEE REVIEW**

Ms. Kaczynski reviewed the Residential Fee Assessment Policy that was included in the Board packet.

**MOTION BY BOB BOYD, SECOND BY KARLA SHERMAN, TO APPROVE THE RESIDENTIAL FEE ASSESSMENT POLICY. MOTION CARRIED.**

## **PRESENTATION**

### **Recipient Rights Annual Report**

Kim Rappleyea introduced herself and Brandy Marvin and explained the functions of the Office of Recipient Rights (ORR). She referred to the Michigan Mental Health Code which creates an internal rights protection system and described the activities of the rights office. Staff visits every service site at least annually and monitors all contracts to assure that rights related language is correct. She referred to the demographic information and number of recipients served. She provided a chart showing all the sites and the demographics of those sites. She explained the site visit review tool, explained the components and that it is utilized in concert with the Safety Specialist.

Ms. Rappleyea has revised policies and procedures such as abuse and neglect, dignity and respect, the recipient rights system policy, religious worship, etc. She explained the complaint form which could contain several allegations. She described how complaint resolution could involve intervention or investigation and that a decision can be appealed. She provided a complaint data summary. Last year there were 123 allegations and 91 complaints filed. There has been one appeal filed this year. The number of allegations has decreased in the last 3-4 years. Time frames of investigations were described. She discussed abuse definitions and described Abuse I, II and III. Abuse complaints in general have gone down. She then went on to explain Neglect I, II and III. She provided an aggregate summary of some complaints. Remedial action and substantiated complaints were reviewed and described. She explained the training that ORR offers and the amount of training rights staff must receive in the course of a year. She reviewed last year's goals and accomplishments. A goal for this year is to improve timeliness of investigative reports and attempt to resolve them within 60 days. They also need to prepare and receive substantial to full compliance in this year's MDHHS-ORR review.

### **DIRECTOR'S REPORT/COMMUNICATIONS**

Ms. Kaczynski reported that Medical Director, Lori Katzman, is leaving the agency after 20 years. Psychiatricians are difficult to recruit and it is fortunate that the agency has been able to hire Dr. Charles Lapo to take this position as of May 2. He presently works with Centra Wellness (i.e., Manistee-Benzie CMH) and has been with them since the Lockwood Unit closed. Dr. Katzman will be leaving the end of April.

She also announced that Andrew Sahara is retiring the end of March of this year. The agency is hiring a Chief Clinical Officer and will not be replacing his position. She described the difference in the two positions.

Ms. Kaczynski referred to the two documents distributed tonight. An article from Crain's Detroit Business, HMOs Seek Mental Health Bids and a draft paper from the Michigan Primary Care Association entitled, "Eliminate Michigan's Mental Health/Substance Use Disorder Carve Out". These two documents deal with the threat of profitization, not privatization. Current funding for the public system is a "carve-out" of the Medicaid behavioral health benefit from the larger health benefit through Medicaid waivers. CMH boards (through regional entities or prepaid inpatient health plans) are sole source contractors for these services. The Medicaid health plans in Michigan get funding to provide primary health care services. This draft from the Michigan Primary Care Association is an effort to write a position paper to integrate mental health and primary health care funding. The Crain's article is about the MAHP's bid and Jim Haveman is quoted in this article. Most health plans are profit making and take their profits off the top.

In other news, the state expanded the Medicaid autism benefit to persons up to 21 years of age effective January 1. Extra credentials for staff are required. Services provided through this benefit are cost settled, fee for service with the state. Unfortunately, the fee screens offered by the state are much lower than the actual costs.

## **QUALITY IMPROVEMENT UPDATE**

Ms. Gebhard complimented her staff on the good job they are doing and referred to the annual report of administrative services. She explained that there are 15 staff members in her division. Each position was described starting with the Safety Specialist position. The number of staff injuries went up this year. The compliance and safety standards were reviewed and she explained that the recipient rights team combined with the safety specialist to review contract providers to ensure a safe environment for clients. Together these two positions teach CPR, First Aid, Gentle Teaching, and the rights of recipients to all staff. The nurses made a request to develop their own curriculum on medication education in the homes, including how to pass meds, etc.

Human Resources - the agency started the year with 231 employees and ended with 231 employees and she reviewed the changes in positions. There were eight retirements this year. 100% of staff needs to get all the training they are required and that is a continual effort. Annual training occurs online and there also was an agency-wide annual training offsite last year.

Contract management is a one man operation with over 460 contracts that have to be managed and this has increased every year. There are also a number of properties that need to be managed.

Professional and support services were described. A lot of these are respite providers. A Providers Manual is given to them in the form of a CD which replaced the two inch binder that had been previously used.

Clinical Liaison – this position is held by Karen Bagwell and bridges administration and clinical services. She has done an excellent job and Ms. Gebhard explained her duties and responsibilities. Ms. Bagwell is going to retire this year.

Quality and Data Management - Laura Brunmeier holds this position. She turns data into information to be more useful in decision making. She leads all action teams and assists them in finding opportunities to improve systems.

Information Technology – Ms. Gebhard explained the new equipment that has been purchased and installed. Relationships have been established with the hospital emergency rooms that have electronic technology. Laptops have been purchased that the on call clinicians can use to get into files offsite rather than lugging along paperwork.

It was noted that Karen Bingham, Administrative Assistant, supports their whole team.

The Commission on Accreditation of Rehabilitation Facilities will be onsite for a review this year.

## **NORTHERN MICHIGAN REGIONAL ENTITY**

Ms. Kaczynski reported that Jack Mahank, a Northern Lakes CMH Board member, who also sat on the NMRE board, passed away. There was no other information to report. The minutes were included in the mailing.

This past Tuesday there was an expanded NMRE Operations Committee meeting and executive staff from all agencies attended. Mr. Schneider spoke about the duties of the NMRE and how everyone could work together to make the organization successful.

**OLD BUSINESS**

There was no old business this month.

**NEW BUSINESS**

Ms. Kaczynski referred to the upcoming MACMHB Conference and asked that any Board member who would like to attend advise Ms. Booth so that she may make their arrangements.

There was a Policy/Legislation Committee update in the Board Mailing and Mr. Boyd gave an overview of the Policy Committee meeting.

**MOTION BY KARLA SHERMAN, SECOND BY BOB BOYD, TO ADJOURN THE MEETING AT 6:20 P.M. MOTION CARRIED.**

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Ed Ginop, Board Chair