

HEALTHWEST
PROGRAM/PERSONNEL MEETING MINUTES

April 14, 2023
8:00 a.m.

376 E. Apple Ave.
Muskegon, MI 49442

CALL TO ORDER

The regular meeting of the Program/Personnel Committee was called to order by Chair Natte at 8:01 a.m.

ROLL CALL

Members Present: Thomas Hardy, Steph Umlor, Cheryl Natte, Janet Thomas, Janice Hilleary, Tamara Madison

HealthWest Staff Present: Holly Brink, Tasha Percy, Shannon Morgan, Cyndi Blair, Amber Berndt, Matt Plaska, Phil McPherson, Gary Ridley, Melina Barrett, Gordon Peterman, Linda Wagner, Justine Tufts, Justine Belvitch

Guests Present: Kristen Wade

MINUTES

It was moved by Ms. Thomas, seconded by Ms. Hilleary, to approve the minutes of the March 10, 2023 meeting as written.

MOTION CARRIED.

PUBLIC COMMENT (ON AN AGENDA ITEM)

There was no public comment.

ITEMS FOR CONSIDERATION

It was moved by Mr. Hardy, seconded by Ms. Umlor, to authorize the position changes as outlined in the motions above and on the attached Position Change Spreadsheet for FY 2023 County Budget, effective May 1, 2023, or as otherwise noted in the written motions.

It was moved by Mr. Hardy, seconded by Ms. Umlor, to amend the motion delaying the reclassification to Quality Assurance, Provider Network Management, Individual Placement and Support (IPS), and Care Coordination Team.

MOTION AMENDED.

OLD BUSINESS

There was no old business.

NEW BUSINESS

There was no new business.

COMMUNICATION

There was no communication.

DIRECTOR'S COMMENTS

Ms. Blair, Interim Director, informed the board that they have really been looking at the massive numbers of consumers coming through the front doors. HealthWest has been covering the 3rd shift at the hospital, as they have no master's level clinicians to cover this, and it is our responsibility. The caseloads are significantly up, and we are really looking at what ancillary teams we can create to help support those caseloads. We are looking at different ways to meet the needs of those coming through the doors for the next 30 days.

AUDIENCE PARTICIPATION

There was no audience participation.

ADJOURNMENT

There being no further business to come before the board, the meeting adjourned at 8:13 a.m.

Respectfully,

Cheryl Natte
Program/Personnel Committee Chair

CN/hb

***PRELIMINARY MINUTES
To be approved at the Program/Personnel Committee Meeting on
May 5, 2023***



PROGRAM AND PERSONNEL COMMITTEE

Friday, April 14, 2023
8:00 a.m.

376 E. Apple Ave., Muskegon, MI 49442

Program and Personnel Committee Chair: Cheryl Natte
Program and Personnel Committee Vice-Chair: Janice Hilleary

AGENDA

- | | | |
|-----|--|--------|
| 1) | Call to Order | Action |
| 2) | Approval of Agenda | Action |
| 3) | Approval of the Minutes of March 10, 2023
(Attachment #1 – pg. 1-2) | Action |
| 4) | Public Comment (on an agenda item) | |
| 5) | Items for Consideration | |
| | A) Authorization to approve the HealthWest Position Changes
(Attachment #2 – pg. 3-4) | Action |
| 6) | Old Business | |
| 7) | New Business | |
| 8) | Communication / Director's Report | |
| 9) | Audience Participation | |
| 10) | Adjournment | Action |

/hb

Main Office

376 E. Apple Ave. | Muskegon, MI 49442 | P (231) 724-1111 | F (231) 724-3659

HealthWest.net

HEALTHWEST
PROGRAM/PERSONNEL MEETING MINUTES

March 10, 2023
8:00 a.m.

376 E. Apple Ave.
Muskegon, MI 49442

CALL TO ORDER

The regular meeting of the Program/Personnel Committee was called to order by Chair Natte at 8:00 a.m.

ROLL CALL

Members Present: Thomas Hardy, Steph Umlor, Cheryl Natte, Janet Thomas

Members Excused: Janice Hilleary

HealthWest Staff Present: Holly Brink, Tasha Percy, Shannon Morgan, Cyndi Blair, Brandy Carlson, Amber Berndt, Matt Plaska, Phil McPherson, Mickey Wallace, Cece Riley, Gary Ridley, Melina Barrett, Gordon Peterman,

Guests Present: Matt Farrar

MINUTES

It was moved by Mr. Hardy, seconded by Ms. Umlor, to approve the minutes of the January 13, 2023 meeting as written.

MOTION CARRIED.

ITEMS FOR CONSIDERATION

It was moved by Ms. Umlor, seconded by Mr. Hardy, to authorize the position changes as outlined in the motions above and on the attached Position Change Spreadsheet for FY 2023 County Budget, effective March 27, 2023, or as otherwise noted in the written motions.

MOTION CARRIED.

OLD BUSINESS

There was no old business.

NEW BUSINESS

There was no new business.

COMMUNICATION

Mr. Plaska presented the Key Performance Indicator Report to the board.

Ms. Brink shared reminder of the CCBHC Board Work Session for Monday, March 20th @ 5:00pm – 7:00pm. Dinner will be provided and agenda to follow.

DIRECTOR'S COMMENTS

Ms. Blair, Interim Director, informed the board that we are continuing as we have been and looking at the needs of our consumers as well as the needs of our staff. We are seeing between 85-90 new intakes per month on our Adult MI teams. This is not feasible to the large caseloads already assigned for our current staff to manage in the quality performance we expect at HealthWest. We are determining if an additional staff are needed to complete these additional assignments, or if we can restructure the current workload. The goal is for staff to connect with the new consumers, understanding the needs and meeting the goals as they are assigned to the teams.

AUDIENCE PARTICIPATION

Human Resources provided a recruitment update. They have attended 9 career fairs. Currently have 7 masters level clinicians that will be applying with the potential for 12 total. This is very exciting for HealthWest to onboard these employees that are excited to join public services. Throughout this we have also learned changes to our process were needed to remain competitive in the workforce.

ADJOURNMENT

There being no further business to come before the board, the meeting adjourned at 8:20 a.m.

Respectfully,

Cheryl Natte
Program/Personnel Committee Chair

CN/hb

***PRELIMINARY MINUTES
To be approved at the Program/Personnel Committee Meeting on
April 14, 2023***

REQUEST FOR HEALTHWEST BOARD CONSIDERATION AND AUTHORIZATION

COMMITTEE Program Personnel	BUDGETED X	NON BUDGETED	PARTIALLY BUDGETED
REQUESTING DIVISION All	REQUEST DATE April 14, 2023	REQUESTOR SIGNATURE Cyndi Blair	
SUMMARY OF REQUEST (GENERAL DESCRIPTION, FINANCING, OTHER OPERATIONAL IMPACT, POSSIBLE ALTERNATIVES)			
<p>Quality Assurance</p> <ul style="list-style-type: none"> Reclass Executive Assistant, Position X34501, Wage Grade HX 00210 (\$22.954 - \$28.893) to Credentialing Specialist, Wage Grade HX 00275 (\$26.084 - \$33.20), and place incumbent employee E93032813 at Step 4 (\$30.165). To include retro pay from October 31, 2022 - present. Reclass Clinical Quality Credentialing and Privileging Coordinator, Position X26101, Wage Grade HX-00210 (\$22.954 - \$28.893) to an Evaluation & Innovation Specialist, Wage Grade HX-00275 (\$26.084 - \$33.20) and appoint Employee E93033569 to the position and place at Step 2 (\$27.478). To include retro pay from October 31, 2022 - present. Change the Director of Clinical Quality Assurance, Position X30601, Wage Grade HX 00432 (\$42.294 - \$53.815) from Full-time, 40 hours, to Part-time, 32 hours, and appoint Employee E93032157 to the position. <p>Recipient Rights</p> <ul style="list-style-type: none"> Reclass Recipient Rights Advisor, Position X81003, Wage Grade HX 00250 (\$25.036 - \$31.580), to Recipient Rights Officer, Wage Grade HX 00330 (\$32.214 - \$40.590). Add a Recipient Rights Advisor, Wage Grade HX 00250 (\$25.036 - \$31.580). <p>Provider Network Management</p> <p>Reclass Provider Network Manager, Position X75102, Wage Grade HX 00330 (\$32.214 - \$40.590) to Supervisor of Provider Network and Procurement, Wage Grade HX 00390 (\$36.621 - \$46.565).</p> <p>Individual Placement & Support (IPS)</p> <p>Reclass Individual Placement & Support Worker, Position N39908, Wage Grade HO 00208 (\$19.026 - \$23.996) to Lead Individual Placement & Support Worker, Wage Grade HO 00240 (\$20.933 - \$26.356).</p> <p>Mid-level Practitioners</p> <p>Move the Mid-level Practitioner job class, currently at Wage Grade HX 00445 (\$49.580 - \$61.797) to Wage Grade HX-00450 (\$61.970 - \$77.225). HealthWest HR conducted a salary survey for mid-level practitioners and discovered our wage grade is significantly below market. The mid-level practitioners are vital to the services we provide, and we need to do what we can to retain the ones we currently have and to recruit new ones.</p> <p>Care Coordination Team</p> <p>Reclass Clinical Services Supervisor, X23131, Wage Grade HX 00320 (\$31.743 - \$40.147), to Clinical Services Manager, Wage Grade HX 00410 (\$38.420 - \$48.863). This position will be responsible for a new program called Community Care Coordination, which is responsible for ancillary services such as Veteran's navigation, Community Health, Housing, and many others. This team will lighten the workload for case managers, which has been an ongoing employee retention issue.</p> <p>Equipment</p> <p>In addition, we are requesting approval to purchase the equipment necessary for approved new position(s), which includes computers, monitors, keyboards, and cell phones and will cost \$2,500 for each new position. Equipment will be funded through the same funding sources as the new position(s).</p>			
SUGGESTED MOTION (STATE EXACTLY AS IT SHOULD APPEAR IN THE MINUTES)			
I move to authorize the position changes and related equipment costs as outlined in the motions above and on the attached Position Change Spreadsheet for FY 2023 County Budget, effective May 1, 2023.			
COMMITTEE DATE 4/13/2023	COMMITTEE APPROVAL _____ Yes _____ No _____ Other		
BOARD DATE 04/28/2023	BOARD APPROVAL _____ Yes _____ No _____ Other		

New Positions

Motion Item #	Effective Date	New Position Title	Budget Org	%	Wage Grade	Team/Program
	5/1/2023	Recipient Rights Advisor	7000	100	HX 00250	Recipient Rights

Reclassifications

Motion Item #	Effective Date	Current position Title	Current Position #	Current Wage Grade	Incumbent Employee	Current Budget Org	%	New Position Title	New Budget Org	%	New Wage Grade
	10/31/2022	Executive Assistant	X34501	HX 00210	Amber Berndt	7000	100	Credentialing Specialist	No Change	No Change	HX 00275
	10/31/2022	Clinical Quality Credentialing & Privileging Coordinator	X26101	HX 00210	Vacant (we are appointing Shawna Curan to this position)	7000	100	Evaluation & Innovation Specialist	No Change	No Change	HX 00275
	5/1/2023	Recipient Rights Advisor	X81003	HX 00250	Linda Wagner	7000	100	Recipient Rights Officer	No Change	No Change	HX 00330
	5/1/2023	Provider Network Manager	X75102	HX 00330	Jackie Farrar	7000	100	Supervisor of Provider Network and Procurement	No Change	No Change	HX 00390
	5/1/2023	Individual Placement & Support Worker	N39908	HO 00208	Vacant	7000	100	Lead Individual Placement & Support Worker	No Change	No Change	HO 00240
	5/1/2023	Clinical Services Supervisor	X23131	HX 00320	Vacant	7000	100	Clinical Services Manager	No Change	No Change	HX 00410

FTE Changes

Motion Item #	Effective Date	Current position Title	Current Position #	Current Wage Grade	Incumbent Employee	Current Budget Org	%	New Position Title	New Budget Org	%	New Wage Grade
	5/1/2023	Director of Clinical Quality Assurance	X30601	HX 00410	Vacant (We are appointing Pam Kimble to this position)	7000	100	Director of Clinical Quality Assurance - 32 hour	7000	100	No change

Wage Grade/Step Changes

Motion Item #	Effective Date	Position Title			Incumbent employee	Current Wage Grade	Current Step		New Wage Grade	New Step
	5/1/2023	Mid-Level Practitioner			Katherine Jackson	HX 00445	6		HX 00450	6
	5/1/2023	Mid-Level Practitioner			Andrea MacIntosh	HX 00445	6		HX 00450	6
	5/1/2023	Mid-Level Practitioner			Benjamin Newberry	HX 00445	3		HX 00450	3

HEALTHWEST

RECIPIENT RIGHTS ADVISORY COMMITTEE MEETING MINUTES

**Friday, April 14, 2023
8:00 a.m.
376 E. Apple Ave., Muskegon, MI 49442**

CALL TO ORDER

The regular meeting of the Recipient Rights Advisory Committee was called to order by Chair Umlor at 8:13 a.m.

ROLL CALL

Members Present: Janice Hilleary, Stephanie Umlor, Thomas Hardy, Janet Thomas, Tamara Madison, Cheryl Natte

HealthWest Staff Present: Holly Brink, Tasha Percy, Shannon Morgan, Cyndi Blair, Amber Berndt, Matt Plaska, Phil McPherson, Gary Ridley, Melina Barrett, Gordon Peterman, Linda Wagner, Justine Tufts, Justine Belvitch

Guest Present: Kristen Wade

APPROVAL OF MINUTES

It was moved by Mr. Hardy, seconded by Ms. Hilleary, to approve the minutes of the December 2, 2022 meeting as written.

MOTION CARRIED.

ITEMS FOR CONSIDERATION

A. Motion to Accept Recipient Rights Reports for December 2022 / January 2023

It was moved by Ms. Natte, seconded by Mr. Hardy, to approve the Recipient Rights Reports for December 2022 / January 2023.

MOTION CARRIED.

For the months of December 2022 / January 2023, there were 66 HealthWest and 9 provider employees trained:

Rights Updates HealthWest	43
Rights Updates Provider	0
New Employee Training HealthWest/Contracted	23
New Employee Training Provider	9
SUD Recipient Rights Orientation Provider	1

For the months of December 2022 / January 2023 there were 685 incident reports and 11 rights allegations.

Statistical data showing type and code was provided in the enclosed report.

There were a total of 5 deaths reported in December 2022 / January 2023.

B. Motion to Accept Recipient Rights Reports for February 2023 / March 2023

It was moved by Mr. Hardy, seconded by Ms. Hilleary, to approve the Recipient Rights Reports for February 2023 / March 2023.

MOTION CARRIED.

For the months of February 2023 / March 2023, there were 59 HealthWest and 32 provider employees trained:

Rights Updates HealthWest	27
Rights Updates Provider	0
New Employee Training HealthWest/Contracted	8
New Employee Training Provider	11
SUD Recipient Rights Orientation Provider	1

For the months of February 2023 / March 2023 there were 697 incident reports and 22 rights allegations.

Statistical data showing type and code was provided in the enclosed report.

There were a total of 12 deaths reported in February 2023 / March 2023.

OLD BUSINESS

There was no old business.

NEW BUSINESS

There was no new business.

COMMUNICATIONS

There was no communication.

DIRECTOR'S COMMENTS

There was no comment from the Director.

AUDIENCE PARTICIPATION

There was no audience participation.

ADJOURNMENT

There being no further business to come before the committee, the meeting adjourned at 8:29 a.m.

Respectfully,

Stephanie Umlor
HealthWest Rights Advisory Committee Chair

SU/hb

PRELIMINARY MINUTES
To be approved at the Rights Advisory Committee Meeting of
June 9, 2023



RECIPIENT RIGHTS ADVISORY COMMITTEE

April 14, 2023 – 8:00 a.m.

376 E. Apple Ave. Muskegon, MI 49442

Zoom: <https://healthwest.zoom.us/j/92247046543?pwd=ZXY0QnFPVGc5UVZENIRwcExTTmdvdz09>

Join by Phone: (312) 626-6799, 92718779426#

Recipient Rights Committee Chair: Stephanie Umlor
Recipient Rights Committee Vice-Chair: Thomas Hardy

AGENDA

- | | | |
|-----|--|--------|
| 1) | Call to Order | Quorum |
| 2) | Approval of Agenda | Action |
| 3) | Approval of the Minutes of December 2, 2022
(Attachment #1 – pg. 1-2) | Action |
| 4) | Public Comment (on an agenda item) | |
| 5) | Items for Consideration | |
| | A) Motion to Accept Recipient Rights Bi-Monthly Report for
December 2022 /January 2023
(Attachment #2 – pg. 3-9) | Action |
| | B) Motion to Accept Recipient Rights Bi-Monthly Report for
February 2023 /March 2023
(Attachment #3 – pg. 10-17) | Action |
| 6) | Old Business | |
| 7) | New Business | |
| 8) | Communication / Director's Report | |
| | A) Letter to MDHHS Office of Recipient Rights Semi-Annual Report
(Attachment #4 – pg. 18) | |
| 9) | Audience Participation | |
| 10) | Adjournment | Action |

/hb

Main Office

376 E. Apple Ave. | Muskegon, MI 49442 | P (231) 724-1111 | F (231) 724-3659

HealthWest.net

HEALTHWEST**RECIPIENT RIGHTS ADVISORY COMMITTEE MEETING MINUTES**

Friday, December 2, 2022
8:00 a.m.
376 E. Apple Ave., Muskegon, MI 49442

CALL TO ORDER

The regular meeting of the Recipient Rights Advisory Committee was called to order by Chair Umlor at 8:11 a.m.

ROLL CALL

Members Present: Janet Thomas, Janice Hilleary, Stephanie Umlor, Thomas Hardy

HealthWest Staff Present: Holly Brink, Amber Berndt, Tasha Percy, Julia Rupp, Cyndi Blair, Larry Spataro, Phil McPherson, Linda Wagner, Cece Riley, Melinda Barrett, Gary Ridley

Guest Present: Mary Marlatt-Dumas

APPROVAL OF MINUTES

It was moved by Chair Umlor, seconded by Mr. Hardy, to approve the minutes of the October 14, 2022 meeting as written.

MOTION CARRIED.

ITEMS FOR CONSIDERATION***A. Motion to Accept Recipient Rights Reports for October/November 2022***

It was moved by Ms. Hilleary, seconded by Mr. Hardy, to approve the Recipient Rights Reports for October/November 2022.

MOTION CARRIED.

For the months of October/November there were 121 HealthWest and 11 provider employees trained:

Rights Updates HealthWest	89
Rights Updates Provider	0
New Employee Training HealthWest/Contracted	31
New Employee Training Provider	8
SUD Recipient Rights Orientation Provider	3

For the months of October/November 2022 there were 132 incident reports and 20 rights allegations.

Statistical data showing type and code was provided in the enclosed report.

There were a total of 2 deaths reported in October/November 2022.

OLD BUSINESS

There was no old business.

NEW BUSINESS

There was no new business.

COMMUNICATIONS

There was no communication.

DIRECTOR'S COMMENTS

There was no comment from the Director.

AUDIENCE PARTICIPATION

There was no audience participation.

ADJOURNMENT

There being no further business to come before the committee, the meeting adjourned at 8:26 a.m.

Respectfully,

Stephanie Umlor
HealthWest Rights Advisory Committee Chair

SU/hb

***PRELIMINARY MINUTES
To be approved at the Rights Advisory Committee Meeting of
February 10, 2023***

REQUEST FOR HEALTHWEST BOARD CONSIDERATION AND AUTHORIZATION

COMMITTEE Recipient Rights Advisory Committee	BUDGETED X	NON-BUDGETED	PARTIALLY BUDGETED
REQUESTING DIVISION Administration	REQUEST DATE April 14, 2023	REQUESTOR SIGNATURE Linda Wagner Recipient Rights Advisor	
<u>SUMMARY OF REQUEST (GENERAL DESCRIPTION, FINANCING, OTHER OPERATIONAL IMPACT, POSSIBLE ALTERNATIVES)</u>			
<p>Approval is requested to accept the Recipient Rights Reports of December 2022 and January 2023. The report includes:</p> <ul style="list-style-type: none"> • Training sessions conducted by the Rights Office from December 1, 2022 through January 31, 2023. • Site Reviews from December 27, 2022. • Incident Reports and Rights Allegations for December 1, 2022 through January 31, 2023. • Formal Complaints and Interventions for December 1, 2022 through January 31, 2023. • Deaths reported for October 20, 2022 through January 25, 2023. 			
<u>SUGGESTED MOTION (STATE EXACTLY AS IT SHOULD APPEAR IN THE MINUTES)</u>			
I move to approve the Recipient Rights Reports for the months of December 1, 2022 through January 31, 2023.			
COMMITTEE DATE	COMMITTEE APPROVAL _____ Yes _____ No _____ Other		
BOARD DATE	BOARD APPROVAL _____ Yes _____ No _____ Other		



BI-MONTHLY RECIPIENT RIGHTS REPORT

Date: February 10, 2023
To: Recipient Rights Advisory Committee
From: The Office of Recipient Rights
Subject: Recipient Rights Report for December 2022, and January 2023

I. TRAINING

- A. November 30, 2022, Building Blocks of Report Writing attended by the Recipient Rights Advisor for 4.5 CEU's category I.
- B. December 2, 2022, Rights Update for 20 Goodwill *skill building* Goodwill Services Inc.
- C. December 9, 2022, Rights Update for 17 HealthWest employees.
- D. December 14, 2022, New Employee Training for 8 HealthWest and 1 Provider employee.
- E. December 20, 2022, SUD Orientation for 1 Muskegon Recovery Center *outpatient* Cherry Health employee.
- F. December 28, 2022, New Employee Training for 7 HealthWest and 3 Provider employees.
- G. January 11, 2023, New Employee Training for 5 HealthWest and 2 Provider employees.
- H. January 13, 2023, Rights Update for 26 HealthWest employees.
- I. January 25, 2023, New Employee Training for 3 HealthWest and 3 Provider employees.
- J. January 27, 2023, CMH Directors Quarterly Meeting attended for 1.25 CEU's Category I.

Sixty-six HealthWest and 30 Provider employees were trained for the months of December and January.

II. SITE REVIEWS

December 27, 2022, Trinity Behavioral Health ^{inpatient} Trinity Health – Muskegon

III. STATISTICAL INFORMATION

The Office of Recipient Rights received 685 incident reports and 11 rights allegations for the months of December and January.

IV. FORMAL INVESTIGATIONS

Old Business:

- A. October 13, 2022, ^{out of county} Flatrock Manor Burton East ^{mixed residential} Flatrock Manor Inc. a Recipient was hit in the eye by a Staff. **The allegation of ABUSE II – NONACCIDENTAL ACT is NOT SUBSTANTIATED. There are ongoing police and Adult Protective Services investigations.**
- B. October 27, 2022, ^{out of county} Pivot I ^{residential} MI Hope Network a Staff was sleeping on shift, then harassed the Recipient for reporting it. **The allegation of NEGLECT III is NOT SUBSTANTIATED. The allegation of RETALIATION/HARASSMENT is SUBSTANTIATED. The Staff received written reprimands.**
- C. October 31, 2022, Rocking Horse Ranch ^{residential} DD Rocking Horse Rance AFC Staff are not administering medications correctly or documenting medication administration correctly. **The allegation of MENTAL HEALTH SERVICES SUITED TO CONDITION is SUBSTANTIATED. One medication was changed to a different form and the staff received additional training on medication administration and documentation.**
- D. October 31, 2022, Rocking Horse Ranch ^{residential} DD Rocking Horse Rance AFC a Recipient has had limitations placed on outings and access to personal belongings for behavioral reasons. **The allegation of PERSONAL PROPERTY – LIMITATIONS is SUBSTANTIATED. An official care plan will be developed addressing behavioral issues.**
- E. November 2, 2022, Correctional Services ^{other} HealthWest a Staff inappropriately touched the Recipient while promising to clear the Recipient’s outstanding warrants in exchange for sex. **The investigation into the allegation of ABUSE I – SEXUAL ABUSE is not complete. There is an open investigation by the Muskegon Police Department.**
- F. November 10, 2022, Preferred Employment and Living Supports ^{CLS} Preferred Employment & Living Supports a Community Living Supports Staff used the Recipient’s EBT card and cash for personal expenses. **The allegation of ABUSE II –**

EXPLOITATION is SUBSTANTIATED. The Staff received a written reprimand and additional training.

- G. November 10, 2022, Mararebecah/McIntyre residential DD Samaritas a Recipient is left in bed soiled from urine and feces for long periods of time. **The allegation of NEGLECT III is SUBSTANTIATED. The Staff was terminated from employment.**
- H. November 10, 2022, Black Creek Cove residential DD HGA Non-Profit Home Inc. Staff is calling a Recipient “nasty” names. **The allegation of DIGNITY AND RESPECT is NOT SUBSTANTIATED.**
- I. November 15, 2022, Lakeview Manor mixed residential Beacon Specialized Living Services a Recipient overheard a Staff use the word “F----t.” **The allegation of DIGNITY AND RESPECT is NOT SUBSTANTIATED.**
- J. November 17, 2022, out of county Beacon Home at Meadowland mixed residential Beacon Specialized Living Services a Staff embraced and kissed a Recipient on the lips. **The allegation of ABUSE I – SEXUAL ABUSE is NOT SUBSTANTIATED.**
- K. November 28, 2022, Brooks residential DD Samaritas a Recipient was attacked by her housemate. **The allegation of SAFE, SANITARY HUMANE TREATMENT ENVIRONMENT is NOT SUBSTANTIATED.**

New Business:

- A. November 28, 2022, out of county Grand Street mixed residential Cornerstone Hernandez Home AFC Staff are not documenting as required by the Recipient’s Individual Plan of Service. The Provider is stating they will issue a thirty day notice to discharge because of behavioral issues, even though there is no documentation to justify restrictions. **The allegation of MENTAL HEALTH SERVICES SUITED TO CONDITION is NOT SUBSTANTIATED.**
- B. December 14, 2022, McIntyre/Mararebecah residential DD Samaritas the Recipient had to sit outside in the home's van for an extended period of time on Saturday, November 26, 2022, because the home had not paid their electric bill, and the electric was turned off causing the home to have no heat, etc. Mr. Jones requested to file a complaint on behalf of his brother. **The investigation into the allegation of SAFE, SANITARY HUMANE TREATMENT ENVIRONMENT is not complete.**
- C. December 14, 2022, Mary’s House residential DD Covenant Enabling Residences of Michigan Inc Staff is not providing appropriate assistance to the Recipient needed to perform personal hygiene. The Recipient is unable to shower without assistance and Staff refuses to provide necessary care. **The allegation of MENTAL HEALTH SERVICES SUITED TO CONDITION is SUBSTANTIATED. The Staff was terminated from employment.**

- D. December 14, 2022, Mary's House residential DD Covenant Enabling Residences of Michigan Inc a Recipient while doing Christmas Shopping online said Staff added additional items to her cart and entered all information including card number to complete the transactions. **The allegation of ABUSE II – EXPLOITATION is NOT SUBSTANTIATED.**
- E. December 14, 2022, out of county Wave Crest mixed residential Beacon Specialized Living Services a Staff placed a Recipient in a headlock then took him to the floor. **The investigation into the allegation of ABUSE II – UNREASONABLE FORCE is not complete.**
- F. December 14, 2022, out of county Wave Crest mixed residential Beacon Specialized Living Services Staff insisted the Recipient close the bathroom door, and when the Recipient refused pushed the Recipient into the bathtub causing an injury. **The investigation into the allegation of ABUSE II – NONACCIDENTAL ACT is not complete.**
- G. December 14, 2022, Autism Program outpatient HealthWest two Staff were assigned to work with the Recipient for ABA therapy. Throughout the session, the Staff were observed ignoring the Recipient, not engaging with him, and refusing to follow his treatment plan and implement programming. Video footage of the session shows they did not provide services to the Recipient as prescribed. **The allegation of MENTAL HEALTH SERVICES SUITED TO CONDITION is SUBSTANTIATED. The Staff received a written reprimand and was placed on a performance improvement plan.**
- H. December 15, 2022, Oxford Circle mixed residential MOKA Non-Profit Services Corp. the Recipient is accessing the kitchen and eating snacks during the evening, some of which are sugary snacks while other items are meant for household meals during the week. MOKA Non-Profit Services Corp. has a strict meal and snack plan for the home and residents do not receive additional food outside of what is in the meal plan. **The investigation into the allegation of PERSONAL PROPERTY - LIMITATIONS is not complete.**
- I. January 3, 2023, out of county Superior Care mixed residential Great Lakes Regional Care a Staff told the Recipient that if he wanted to stare out the window, she could give him a picture. Later, the same Staff yelled at the Recipients when they were not ready to go for a shopping outing. **The allegation of DIGNITY AND RESPECT is SUBSTANTIATED. The Staff was terminated from employment.**
- J. January 3, 2023, Sheridan mixed residential Pioneer Resources Staff are using duct tape to prevent the Recipient from pulling out her feeding tube. **The investigation into the allegation of RESTRAINT is not complete.**
- K. January 4, 2023, Slocum residential DD MOKA Non-Profit Services Corp. a Staff yells at the Recipient when he gets sick and turns the television off when he is watching a show.

The allegation of DIGNITY AND RESPECT is SUBSTANTIATED. The Staff was terminated from employment.

- L. January 9, 2023, Youth Office Based Services outpatient HealthWest a Recipient is being denied continued home visits. **The investigation into the allegation of MENTAL HEALTH SERVICES SUITED TO CONDITION is not complete.**
- M. January 9, 2023, Riverwood residential DD Pioneer Resources a Staff made a TikTok video with the Recipient visible in the background. **The allegation of DISCLOSURE OF CONFIDENTIAL INFORMATION is SUBSTANTIATED. The Staff was terminated from employment.**
- N. January 26, 2023, Terra-Nova residential DD MOKA Non-Profit Services Corp. a Staff asked the Recipient to confirm how much money he had in his wallet before going out to lunch as part of a scheduled outing. When the Recipient stated a dollar amount, the Staff said, "I know that's a lie." When the Recipient was unable to accurately count out his money, the Staff refused to take him on his scheduled outing and made him a bread and butter sandwich with a cup of milk. Later, the Staff asked the Recipient, "If he had a brain or if he was just stupid." **The investigation into the allegation of DIGNITY AND RESPECT is not complete.**
- O. January 30, 2023, Walker residential DD HGA Non-Profit Homes Inc., Staff were not providing required personal care to the Recipients, especially on third shift. A number of other allegations were made that were either corporate compliance or corporate personnel issues outside the jurisdiction of the Office of Recipient Rights. These matters were referred to Licensing and Corporate Compliance. **The investigation into the allegation of MENTAL HEALTH SERVICES SUITED TO CONDITION is not complete.**

V. INTERVENTIONS

Old Business:

None

New Business:

- A. December 2, 2022, MI Adult Supports Coordination the Recipient was sitting in the family room with another resident of the Room and Board when the owner's husband came out and began to yell at them, stating "this is a FAMILY room, and you are not allowed to be in here. You pay rent for your room only and if you don't listen, we will kick you the f--k out." **OUTSIDE PROVIDER JURISDICTION this matter has been referred to Adult Protective Services for investigation.**
- B. December 8, 2022, Virginia's House, mixed residential HGA Non-Profit Homes Inc., a Guardian of a Recipient has repeatedly come to the home during late hours without

knocking with additional visitors. The visitors have created a hostile environment in the home. The Guardian and visitors walk through the home looking through everyone's information while intimidating staff and. Recipients are not able to get to sleep and do not like being questioned by the Guardian. **OUTSIDE PROVIDER JURISDICTION the Office of Recipient Rights does not have jurisdiction over a guardian. This matter has been referred to Adult Protective Services and the local Police Department for investigation.**

VI. SUBSTANCE USE DISORDER

Old Business:

November 18, 2022, SUD Treatment case management HealthWest a Staff released the Recipient's protected health information without authorization. **The investigation into the allegation is not complete.**

New Business:

December 20, 2022, SUD Treatment case management HealthWest a Staff released the Recipient's protected health information without authorization. **The investigation into the allegation is not complete.**

VII. DEATHS

- A. October 20, 2022, a 45 year old female Recipient receiving services from the Jail Treatment Team died from an apparent overdose.
- B. November 28, 2022, a 36 year old male Recipient receiving MI Adult Supports Coordination died of alcohol induced acute pancreatitis at Trinity Health. He was receiving Hospice care.
- C. December 2, 2022, a 25 year old male Recipient receiving MI Adult Supports Coordination died in the community from an apparent self-inflicted gunshot wound.
- D. December 11, 2022, a 46 year old female Recipient receiving SUD services died of unknown causes in the community. They were on the Methadone Treatment wait list.
- E. December 20, 2022, a 49 year old female Recipient receiving SUD MI Adult Supports Coordination died in the community from an apparent overdose.
- F. January 3, 2023, a 59 year old male Recipient receiving MI Adult Supports Coordination died in the community from unknown natural causes.
- G. January 25, 2023, a 53 year old male Recipient receiving Adult DD Supports Coordination died from a stroke. He was taken off life support when he could no longer breathe on his own and there was no possibility of regaining consciousness.

REQUEST FOR HEALTHWEST BOARD CONSIDERATION AND AUTHORIZATION

COMMITTEE Recipient Rights Advisory Committee	BUDGETED X	NON-BUDGETED	PARTIALLY BUDGETED
REQUESTING DIVISION Administration	REQUEST DATE April 14, 2023	REQUESTOR SIGNATURE Linda Wagner, Recipient Rights Advisor	
<u>SUMMARY OF REQUEST (GENERAL DESCRIPTION, FINANCING, OTHER OPERATIONAL IMPACT, POSSIBLE ALTERNATIVES)</u>			
<p>Approval is requested to accept the Recipient Rights Reports of February 2023 and March 2023. The report includes:</p> <ul style="list-style-type: none"> • Training sessions conducted by the Rights Office from February 1, 2023 through March 31, 2023. • Site Reviews from February 10, 2023. • Incident Reports and Rights Allegations for February 1, 2023 through March 31, 2023. • Formal Complaints and Interventions for February 1, 2023 through March 31, 2023. • Deaths reported for December 15, 2022 through March 23, 2023. 			
<u>SUGGESTED MOTION (STATE EXACTLY AS IT SHOULD APPEAR IN THE MINUTES)</u>			
I move to approve the Recipient Rights Reports for the months of February 1, 2023 through March 31, 2023.			
COMMITTEE DATE	COMMITTEE APPROVAL _____ Yes _____ No _____ Other		
BOARD DATE	BOARD APPROVAL _____ Yes _____ No _____ Other		



BI-MONTHLY RECIPIENT RIGHTS REPORT

Date: April 14, 2023
To: Recipient Rights Advisory Committee
From: The Office of Recipient Rights
Subject: Recipient Rights Report for February and March 2023

I. TRAINING

- A. February 2, 2023, New Employee Training for 9 HGA Non-Profit Homes Inc., employees.
- B. February 3, 2023, RROAM meeting attended. A Family's Struggle Navigating the System for 2 CEU's category I, and Resilience for Human Services Professionals for 2 CEU's category I.
- C. February 8, 2023, New Employee Training for 1 HealthWest and 4 Provider employees.
- D. February 10, 2023, Rights Update for 21 HealthWest employees.
- E. February 22, 2023, New Employee Training for 2 HealthWest and 1 Provider employees.
- F. March 3, 2023, Rights Update for 12 IT and QI ^{other} HealthWest employees.
- G. March 8, 2023, New Employee Training for 2 HealthWest and 2 Provider employees.
- H. March 10, 2023, Rights Update for 15 HealthWest employees.
- I. March 21, 2023, SUD Orientation for 1 HealthWest employee.
- J. March 22, 2023, New Employee Training for 5 HealthWest and 5 Provider employees.
- K. March 28, 2023, Rights Update for 11 Muskegon Recovery Cooperative ^{outpatient} Cherry Health.

Fifty-nine HealthWest and 32 Provider employees were trained for the months of February and March.

II. SITE REVIEWS

- A. Follow up February 10, 2023, Bracey AFC residential DD Bracey's, Inc.

III. STATISTICAL INFORMATION

The Office of Recipient Rights reviewed 697 incident reports and 22 rights allegations for the months of February and March.

IV. FORMAL INVESTIGATIONS

Old Business:

- A. November 2, 2022, Correctional Services other HealthWest a Staff inappropriately touched the Recipient while promising to clear the Recipient's outstanding warrants in exchange for sex. **The allegation of ABUSE I – SEXUAL ABUSE is SUBSTANTIATED. The Staff was terminated in December 2022. The investigation by the Muskegon Police Department was closed and the matter was referred to the Muskegon County Prosecutor for review.**
- B. December 14, 2022, McIntyre/Mararebecah residential DD Samaritas the Recipient had to sit outside in the home's van for an extended period of time on Saturday, November 26, 2022, because the home had not paid their electric bill, and the electric was turned off causing the home to have no heat, etc. Mr. Jones requested to file a complaint on behalf of his brother. **The allegation of SAFE, SANITARY HUMANE TREATMENT ENVIRONMENT is SUBSTANTIATED. Samaritas has made a state-wide policy change, so the invoices now go to the central office, which will also receive notice if a payment is overdue.**
- C. December 14, 2022, out of county Wave Crest mixed residential Beacon Specialized Living Services a Staff placed a Recipient in a headlock then took him to the floor. **The allegation of ABUSE II – UNREASONABLE FORCE is NOT SUBSTANTIATED.**
- D. December 14, 2022, out of county Wave Crest mixed residential Beacon Specialized Living Services Staff insisted the Recipient close the bathroom door, and when the Recipient refused pushed the Recipient into the bathtub causing an injury. **The allegation of ABUSE II – NONACCIDENTAL ACT is NOT SUBSTANTIATED. The incident involved two residents.**
- E. December 15, 2022, Oxford Circle mixed residential MOKA Non-Profit Services Corp. the Recipient is accessing the kitchen and eating snacks during the evening, some of which are sugary snacks while other items are meant for household meals during the week. MOKA Non-Profit Services Corp. has a strict meal and snack plan for the home and

- residents do not receive additional food outside of what is in the meal plan. **The allegation of PERSONAL PROPERTY - LIMITATIONS is NOT SUBSTANTIATED.**
- F. January 3, 2023, Sheridan ^{mixed residential} Pioneer Resources Staff are using duct tape to prevent the Recipient from pulling out her feeding tube. **The allegation of RESTRAINT is SUBSTANTIATED. The responsible Staff received a written reprimand and was placed on a last chance agreement.**
- G. January 9, 2023, Transition Age Services ^{outpatient} HealthWest a Recipient is being denied continued home visits. **The allegation of MENTAL HEALTH SERVICES SUITED TO CONDITION is NOT SUBSTANTIATED.**
- H. January 26, 2023, Terra-Nova ^{residential DD} MOKA Non-Profit Services Corp. a Staff asked the Recipient to confirm how much money he had in his wallet before going out to lunch as part of a scheduled outing. When the Recipient stated a dollar amount, the Staff said, "I know that's a lie." When the Recipient was unable to accurately count out his money, the Staff refused to take him on his scheduled outing and made him a bread and butter sandwich with a cup of milk. Later, the Staff asked the Recipient, "If he had a brain or if he was just stupid." **The allegation of DIGNITY AND RESPECT is SUBSTANTIATED. The Staff was terminated from employment.**
- I. January 30, 2023, Walker ^{residential DD} HGA Non-Profit Homes Inc., Staff were not providing required personal care to the Recipients, especially on third shift. A number of other allegations were made that were either corporate compliance or corporate personnel issues outside the jurisdiction of the Office of Recipient Rights. These matters were referred to Licensing and Corporate Compliance. **The allegation of MENTAL HEALTH SERVICES SUITED TO CONDITION is NOT SUBSTANTIATED. The allegation of RIGHTS PROTECTION SYSTEM (FAILURE TO REPORT) is SUBSTANTIATED. The Staff was terminated from employment.**

New Business:

- A. February 7, 2023, Crescent ^{mixed residential} MOKA Non-Profit Services Corp. a Recipient has unexplained bruises. **The allegations of SAFE, SANITARY HUMANE TREATMENT ENVIRONMENT and RIGHTS PROTECTION SYSTEM (FAILURE TO REPORT) are NOT SUBSTANTIATED.**
- B. February 9, 2023, ^{out of county} Superior Care ^{mixed residential} Superior Care of Michigan L.L.C. a Staff was sleeping on shift. **The allegation of NEGLECT III is SUBSTANTIATED. The Staff was terminated from employment.**

- C. February 14, 2023, Ducey residential DD Samaritas a package of 41 Klonopin went missing. **The investigation into the allegation of POSSESSION AND USE is not complete. A police report was filed.**
- D. February 14, 2023, Forest Trail mixed residential MOKA Non-Profit Services Corp. a Staff arrived for third shift and was upset at the scheduling and was speaking loudly using vulgar language in front of the Recipient. **The allegation of SAFE, SANITARY HUMANE TREATMENT ENVIRONMENT is SUBSTANTIATED. The Staff received training, a written reprimand, and will receive coaching weekly for the next two months.**
- E. February 15, 2023, Mental Health Center outpatient HealthWest a Lobby Staff untrained in Mandt used an unapproved floor technique to physically intervene with the Recipient. **The allegation of ABUSE II – UNREASONABLE FORCE is SUBSTANTIATED. The Staff was terminated from employment.**
- F. February 22, 2023, out of county Cornerstone AFC mixed residential Cornerstone Hernandez Home AFC a Recipient was allowed to spend the night at a Staff's home without the permission of the Guardian. **The allegation of SAFE, SANITARY HUMANE TREATMENT ENVIRONMENT is SUBSTANTIATED. Both Staff involved received a written reprimand, boundaries training and will re-take recipient rights training.**
- G. February 28, 2023, SUMA skill building MOKA Non-Profit Services Corp. a Recipient needing supervision for safety was left behind at the bowling alley. **The allegation of NEGLECT III is SUBSTANTIATED. Both Staff involved were terminated from employment.**
- H. March 2, 2023, out of county Beacon Home at Woodlands mixed residential Beacon Specialized Living Services a Recipient was yelled at by Staff and denied an outing for badmouthing Staff to her brother. **The investigation into the allegation of DIGNITY AND RESPECT is not complete.**
- I. March 6, 2023, MI Adult Supports Coordination case management HealthWest a Recipient did not receive the appointment time from his Supports Coordinator, so he was unable to make his medication review and ran out of his medications. **The investigation into the allegation of MENTAL HEALTH SERVICES SUITED TO CONDITIONS is not complete.**
- J. March 9, 2023, Morton Terrace mixed residential Beacon Specialized Living Services a Staff left the home on third shift without authorization leaving the home short staffed. **The allegation of NEGLECT III is SUBSTANTIATED. The plan of correction has not been received.**

- K. March 14, 2023, ACT case management HealthWest while the Recipient was incarcerated, the Supports Coordinator obtained a new debit card for him and ran up over \$4,000 in personal charges, negatively impacting his benefits. **The investigation into the allegation of ABUSE II – EXPLOITATION is not complete.**
- L. March 14, 2023, Lakeview Manor mixed residential Beacon Specialized Living Services a Staff refused to assist the Recipient with taking her laundry to her room, telling her that her room was “disgusting, and stunk like p—s, and made her want to throw up.” **The investigation into the allegation of DIGNITY AND RESPECT is SUBSTANTIATED. The plan of correction has not been received.**
- M. March 20, 2023, Med Pod other HealthWest a Staff held a child with an unapproved hold while the Parent was signing consents. **The investigation into the allegation of ABUSE II – UNREASONABLE FORCE is not complete.**
- N. March 21, 2023, Slocum residential DD MOKA Non-Profit Services Corp. a Recipient vomited during the night but was not attended to until morning staff arrived. **The investigation into the allegation of Mental Health Services Suited to Condition is not complete.**
- O. March 23, 2023, out of county Rivervalley 1 mixed residential Hope Network two staff had a verbal altercation in front of the bedroom of the Recipient. **The investigation into the allegation of SAFE, SANITARY HUMANE TREATMENT ENVIRONMENT is not complete.**
- P. March 30, 2023, Slocum residential DD MOKA Non-Profit Services Corp. Staff posted a photo of a Recipient on her Facebook page. **The investigation into the allegation of DISCLOSURE OF CONFIDENTIAL INFORMATION is not complete.**

V. INTERVENTIONS

Old Business:

None

New Business:

- A. February 9, 2023, Ivy Rehab outpatient Ivy Rehab for Kids ABA a number of issues regarding training, documentation, incident reporting, and inappropriate professional boundaries were related by a Staff. **HealthWest had authorized Ivy Rehab as a community partner but has not yet placed anyone in their program. OUTSIDE PROVIDER JURISDICTION this matter has been referred to corporate compliance and network management for review.**

- B. February 27, 2023, Community a Recipient living independently said their DHHS Home Health Aide cussed at her and insulted her. **OUTSIDE PROVIDER JURISDICTION this matter was referred to Adult Protective Services for investigation.**
- C. March 6, 2023, Daybreak Adult Day Services day program Covenant Enabling Residences of Michigan a Staff was concerned because one of the Recipients was potentially a threat to other Recipients. **OUTSIDE PROVIDER JURISDICTION this matter was forwarded to Contracts and Corporate Compliance for review.**
- D. March 14, 2023, Cedar Creek Personal Care I mixed residential Tim Adams the Recipient is not receiving timely medical care. **OUTSIDE PROVIDER JURISDICTION the Recipient was placed by Network 180, and HealthWest does not contract with the facility and therefore does not have jurisdiction. This matter was referred to the Network 180 Office of Recipient Rights and Licensing, both of which have opened investigations.**
- E. March 15, 2023, Black Creek Cove mixed residential HGA Non-Profit Homes Inc., the person with Durable Power of Attorney for the Recipient is not being consulted as desired. **NO RIGHT INVOLVED the issues in question are outside the scope of authority for the Durable Power of Attorney presented.**
- F. March 27, 2023, out of county Beacon Home at Woodlands mixed residential. Recipient claimed that she was being financially exploited by another Recipient at Woodland. **This complaint was not within our jurisdiction and was referred to the proper parties.**

VI. SUBSTANCE USE DISORDER

Old Business:

None

New Business:

None

VII. DEATHS

- A. December 15, 2022, a 61 year old male Recipient receiving MI Adult Supports Coordination case management HealthWest died from cancer at their nursing home. They were receiving Hospice care.
- B. December 29, 2022, a 75 year old female Recipient living at Wolf Lake residential DD Fa-Ho-Lo Family Inc. died from terminal cancer. She was receiving Hospice care.

- C. January 3, 2023, a 57 year old female Recipient receiving MI Adult Supports Coordination case management HealthWest died in the community from unknown natural causes.
- D. February 2, 2023, a 56 year old male Recipient receiving MI Adult Supports Coordination case management HealthWest died at home from an apparent overdose.
- E. February 18, 2023, a 35 year old female Recipient receiving DD Adult Supports Coordination died from an unspecified illness. She was under Hospice care.
- F. February 19, 2023, a 53 year old female Recipient receiving MI Adult Supports Coordination died in the community from unknown causes. An autopsy has been requested.
- G. February 22, 2023, a 37 year old male Recipient receiving DD Adult Supports Coordination died from an apparent overdose.
- H. February 22, 2023, a 59 year old male Recipient receiving MI Adult Supports Coordination died from unknown natural causes in the community.
- I. February 27, 2023, a 63 year old male Recipient living at Ducey residential DD Samaritas died from natural causes. He was under the care of Hospice.
- J. February 28, 2023, a 23 year old female Recipient receiving MI Adult Supports Coordination died from an apparent overdose.
- K. March 3, 2023, a 35 year old male Recipient receiving DD Adult Supports Coordination died at Poppen House Hospice after a short illness.
- L. March 10, 2023, a 60 year old male Recipient living at Brookmere mixed residential MOKA Non-Profit Services Corp. was found unresponsive. He was receiving Hospice care.
- M. March 19, 2023, a 68 year old male Recipient living at Slocum residential DD MOKA Non-Profit Services Corp. died at Trinity Hospital after suffering from low blood oxygen.
- N. March 23, 2023, 61 year old male Recipient receiving MI Adult Supports Coordination died at Trinity Hospital from unknown causes.
- O. February 21, 2023, 65 year old male Recipient receiving DD Adult Supports died at Hillcrest Nursing Home from unknow cause.



January 24, 2023

Michigan Department of Health and Human Services
Office of Recipient Rights
Elliott-Larsen Building, Garden Level
320 S. Walnut St.
Lansing, MI 48933

The Office of Recipient Rights has prepared and submitted an annual report, covering the dates of October 1, 2021, through September 30, 2022, on the current status of rights protection at HealthWest.

I have reviewed this report and attest to its accuracy and completeness. This report will be reviewed by the Rights Advisory Committee on February 10, 2023, and their recommendations and input will be forwarded.

The report will be submitted and reviewed by our Board of Directors on February 24, 2023.

The report was sent to you via e-mail. If you have any questions or require additional information, please feel free to contact me at (231) 724-1348 or the Recipient Rights Officer, Lawrence O. Spataro at (231) 724-1107.

Sincerely,

Julia B. Rupp, Executive Director
HealthWest