

**HEALTHWEST**

**PROGRAM/PERSONNEL MEETING MINUTES**

**June 9, 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 8:03 a.m.

**ROLL CALL**

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

Staff Present: Holly Brink, Tasha Percy, Shannon Morgan, Cyndi Blair, Amber Berndt, Matt Plaska, Jackie Farrar, Melina Barrett, Rich Francisco, Linda Wagner, Linda Cloz, Suzanne Beckeman, Gordon Peterman, Stephanie Baskin, Gary Ridley

Guests Present: Kristen Wade

**MINUTES**

It was moved by Ms. Umlor, seconded by Ms. Hilleary, to approve the minutes of the May 5, 2023 meeting as written.

**MOTION CARRIED.**

**PUBLIC COMMENT (ON AN AGENDA ITEM)**

There was no public comment.

**ITEMS FOR CONSIDERATION**

It was moved by Ms. Umlor, seconded by Ms. Hilleary, to authorize the policy and procedural changes for New Provider Orientation, effective June 1, 2023.

**MOTION CARRIED.**

It was moved by Ms. Thomas, seconded by Ms. Umlor, to authorize the policy and procedural changes for Provider Capacity and Services, effective June 1, 2023.

**MOTION CARRIED.**

### **OLD BUSINESS**

There was no old business.

### **NEW BUSINESS**

There was no new business.

### **COMMUNICATION**

Matt Plaska provided the Key Performance Indicator Report. Ms. Blair gave an update on the CMHA Summer Conference.

### **DIRECTOR'S COMMENTS**

Executive Director, Rich Francisco, gave an update. He has in-person meetings scheduled for next week with individual leaders in the agency. He will also be resuming the Leadership Team meetings. Mr. Francisco is looking forward to seeing what makes HealthWest unique from other CMH agencies.

### **AUDIENCE PARTICIPATION**

There was no audience participation or public comment.

### **ADJOURNMENT**

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

Respectfully,

Cheryl Natte  
Program/Personnel Committee Chair

CN/hb

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



## PROGRAM AND PERSONNEL COMMITTEE

Friday, June 9, 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)  | Welcome Rich Francisco, Executive Director   | Introduction |
| 3)  | Approval of Agenda   | Action       |
| 4)  | Approval of the Minutes of May 5, 2023<br>(Attachment #1 – pg. 1-2)  | Action       |
| 5)  | Public Comment (on an agenda item)   |              |
| 6)  | Items for Consideration  |              |
|     | A) Authorization to approve the HealthWest Policy and Procedural Changes<br>Contracted Provider Orientation<br>(Attachment #2 – pg. 3-7) | Action       |
|     | B) Authorization to approve the HealthWest Policy and Procedural Changes<br>Range of Services<br>(Attachment #3 – pg. 8-11)              | Action       |
| 7)  | Old Business   |              |
| 8)  | New Business   |              |
| 9)  | Communication / Director's Report  |              |
|     | A) Key Performance Indicator Report – Matt Plaska<br>(Attachment #4 – pg. 12-16)   | Information  |
|     | B) CMHA Summer Conference Update – Cyndi Blair   | Information  |
| 10) | Audience Participation / Public Comment  |              |
| 11) | Adjournment  | Action       |

/hb

Main Office

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

[HealthWest.net](http://HealthWest.net)

**HEALTHWEST**  
**PROGRAM/PERSONNEL MEETING MINUTES**

**May 5, 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 8:01a.m.

**ROLL CALL**

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

Staff Present: Holly Brink, Tasha Percy, Shannon Morgan, Cyndi Blair, Brandy Carlson, Amber Berndt, Matt Plaska, Kelly Betts, Melina Barrett

Guests Present: Kristen Wade

**MINUTES**

It was moved by Ms. Umlor, seconded by Ms. Hilleary, to approve the minutes of the April 14, 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.

**MOTION CARRIED.**

It was moved by Mr. Hardy, seconded by Ms. Umlor, to authorize the policy and procedural changes as described above and attached, effective May 19, 2023.

**MOTION CARRIED.**

**OLD BUSINESS**

There was no old business.

## **NEW BUSINESS**

There was no new business.

## **COMMUNICATION**

Mr. Plaska shared the Performance Improvement and KPI Report for May 2023.

## **DIRECTOR'S COMMENTS**

Ms. Blair, Interim Director, updated the board. There were eight HealthWest staff who just returned from the National Conference. Ms. Blair shared that this has confirmed that the healthcare crisis is nationwide, and all states are experiencing staff shortages. It was interesting to see ways that organizations are getting creative and leading back to peer lead services, we all know that the Emergency Departments are full, and we need to ensure that consumers are going to the right places for their services and needs. CSU is considered short term, anywhere from 23 – 72 hours in a locked unit for crisis. We are in the process of adding a detox to our crisis services. It is rewarding to know that most CHMs are moving in the same direction, and at a national level we are in the same place. Ms. Blair also shared that the housing money is coming to Muskegon and is up for an interim grant as to how Muskegon County can do better, and looking to see how HealthWest can collaborate.

## **AUDIENCE PARTICIPATION**

Ms. Wade with County HR wanted to thank the HR team at HealthWest for putting the extra work into motions and getting processes in order.

## **ADJOURNMENT**

There being no further business to come before the board, the meeting adjourned at 8:31 a.m.

Respectfully,

Cheryl Natte  
Program/Personnel Committee Chair

CN/hb

***PRELIMINARY MINUTES  
To be approved at the Program/Personnel Committee Meeting on  
June 9, 2023***

## REQUEST FOR HEALTHWEST BOARD CONSIDERATION AND AUTHORIZATION

<b>COMMITTEE</b> Program/Personnel Committee	<b>BUDGETED</b> X	<b>NON-BUDGETED</b>	<b>PARTIALLY BUDGETED</b>
<b>REQUESTING DIVISION</b> Administration	<b>REQUEST DATE</b> June 9, 2023	<b>REQUESTOR SIGNATURE</b> Brandy Carlson, Chief Financial Officer	
<b><u>SUMMARY OF REQUEST (GENERAL DESCRIPTION, FINANCING, OTHER OPERATIONAL IMPACT, POSSIBLE ALTERNATIVES)</u></b>			
<p>HealthWest Board authorization is requested to approve the HealthWest Policy and Procedure for New Provider Orientation</p> <p>It is the policy of HealthWest to offer each new contracted provider an orientation within three weeks of the contract's full execution. The Provider Orientation will review contract requirements, claim processing, and the Electronic Health Record (EHR) system. HealthWest will support the provider with understanding contract expectations and promote compliance.</p> <p>The purpose of this policy is to ensure all new Providers understand contract requirements, terms, and conditions.</p>			
<b><u>SUGGESTED MOTION (STATE EXACTLY AS IT SHOULD APPEAR IN THE MINUTES)</u></b>			
I move to authorize and approve the HealthWest Policy and Procedure for New Provider Orientation effective June 1, 2023.			
<b>COMMITTEE DATE</b> June 9, 2023	<b>COMMITTEE APPROVAL</b> _____ Yes    _____ No    _____ Other		
<b>BOARD DATE</b> June 23, 2023	<b>BOARD APPROVAL</b> _____ Yes    _____ No    _____ Other		

HWB 114-P

HEALTHWEST

Policy and Procedure

No. #####

Prepared by:

Effective: June 1, 2023

Brandy Carlson  
Chief Financial Officer

Approved by:

Subject: New Provider Orientation

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Cynthia Blair, Interim Executive Director

I. POLICY

Each new contracted provider will be offered orientation within three weeks of the contract's full execution. The Provider Orientation will review contract requirements, claim processing, and the Electronic Health Record (EHR) system. HealthWest will support the provider with understanding contract expectations and promote compliance.

II. PURPOSE

To ensure that all new Providers understand contract requirements, terms, and conditions.

III. APPLICATION

Applies to all new Contracted Providers.

IV. PROCEDURE

The Agency will provide the following topics during orientation:

- a. Highlight sections of the contract.
- b. The Claims Department will walk through how to submit claims.
- c. Navigating Latitude43.
- d. Opportunity for Questions and Answers

V. Additional Requirements

The Agency will offer the Provider a contact list for each department to reference as needed.

Policy and Procedure

No. xxxx

HealthWest Contracts Providers

Page 2 of 2

VI. Attachments

- a. New Provider Orientation
- b. Post Provider Orientation

/jf



## New Provider Orientation

**Agency Name**

**Date**

Hello **Name**,

In order to contract with the County of Muskegon, dba HealthWest, we need to gather a few things from you to begin the process. The HealthWest Board of Directors will need to approve contracting with you (they meet monthly). Once they approve your contract and we receive the completed attached paperwork from you, we can send the contract to our director and you for signature.

For your information, you can find more provider resources on our HealthWest website: <https://healthwest.net/for-providers/provider-network-contracts/>. The information below pertains to the attachments in this email:

### **1. LRE Facility Application Packet:**

The Provider Application / Reapplication Packet was created by the five (5) Region 3 CMHSPs. You may either handwrite or type directly on this document and return the packet via U.S. Postal Mail or Scan/Email the information directly back to me at [contracts@healthwest.net](mailto:contracts@healthwest.net). There are additional documents listed below and attached that require a signature (please return all required documents that require a signature).

### **2. Provider Disclosure of Ownership Form**

Please complete the form in its entirety for any individual in your organization with an ownership or controlling interest, including anyone with direct or indirect ownership of 5% or more, board members, or any managing employee such as general managers, business managers, administrators, and directors.

### **3. Conflict of Interest Form**

Please complete the form in its entirety. HealthWest intends to avoid conflict(s) of interest or the appearance of conflict(s) of interest.

### **4. Latitude 43 Account Access**

Please choose the appropriate link below for your organization in order to request access to our electronic health record system. Access will allow you to view consumer clinical documentation, enter claims, and bill for rendering providers. If you have any questions, please let us know so we can assist you further.

### **Behavioral Health Contracts - Provider Access Form**

[BH Provider EHR User Account Form](#)

### **Substance Use Disorder Contracts - Provider Access and Credentialing Forms (2)**

[SUD New User Request Form](#)

[SUD New Hire Verification Form](#)

[ASAM Continuum Training](#) - Online Course Required for SUD Clinical Staff that will be completing assessments

### **5. Insurance Requirements**

Please review this Attachment per your contract so you understand what needs to be submitted for insurance purposes. If you have questions related to insurance, please feel free to reach out.

### **6. W-9 Request for Taxpayer Identification Number and Certification**

Please complete and return this form.

### **7. Training Requirements:**

Please visit the following website for training requirements by services (Attachment I-Training Requirements): <https://healthwest.net/for-providers/provider-network-contracts/>

If you have questions, please email [contracts@healthwest.net](mailto:contracts@healthwest.net)

Thank you!

Post Provider Orientation

Agency Name

**Post Provider Orientation Checklist**

\_\_\_\_\_ 1. New Provider Orientation form complete: Date \_\_\_\_\_

\_\_\_\_\_ 2. Schedule Department meetings/trainings (within three weeks of executed agreement):

- HealthWest Welcome and Overview & Training: Date & Time \_\_\_\_\_
- Latitude 43: Date & Time \_\_\_\_\_
- Claims and Encounters: Date & Time \_\_\_\_\_
- Training: Date & Time \_\_\_\_\_

HealthWest Contact List

Claims Department

- Becky Burkholder, Claims Manager: 231-638-8920 or [Becky.Burkholder@HealthWest.net](mailto:Becky.Burkholder@HealthWest.net)
- Amanda Florez, Accounting Tech: 231-638-9072 or [Amanda.Florez@HealthWest.net](mailto:Amanda.Florez@HealthWest.net)
- Mary Ann Trach, Accounting Tech: 231-670-3913 or [MaryAnn.Trach@healthwest.net](mailto:MaryAnn.Trach@healthwest.net)
- For Claims questions contact: [Claims@HealthWest.net](mailto:Claims@HealthWest.net)

Contracts Department

- Brian Speer, Provider Network Manager: 231-286-7416 or [Brian.Speer@HealthWest.net](mailto:Brian.Speer@HealthWest.net)
- Shannon Morgan, Contract Specialist: 231-724-6051 or [Shannon.Morgan@HealthWest.net](mailto:Shannon.Morgan@HealthWest.net)
- Jackie Farrar, Provider Network Manager: 231-767-5862 or [Jackie.Farrar@HealthWest.net](mailto:Jackie.Farrar@HealthWest.net)
- For Contract questions contact: [Contracts@HealthWest.net](mailto:Contracts@HealthWest.net)

Recipient Rights Department

- Recipient Rights: [Recipient.Rights@HealthWest.net](mailto:Recipient.Rights@HealthWest.net)

Frequently Used Service Departments

- Community Relations: 231-720-3201 or email [community.relations@HealthWest.net](mailto:community.relations@HealthWest.net)
- Latitude43 Support: [Latitude43Support@HealthWest.net](mailto:Latitude43Support@HealthWest.net)
- Training: 231-724-6057 or [training@HealthWest.net](mailto:training@HealthWest.net)

**REQUEST FOR HEALTHWEST BOARD CONSIDERATION AND AUTHORIZATION**

<b>COMMITTEE</b> Program/Personnel Committee	<b>BUDGETED</b> X	<b>NON-BUDGETED</b>	<b>PARTIALLY BUDGETED</b>
<b>REQUESTING DIVISION</b> Administration	<b>REQUEST DATE</b> June 9, 2023		<b>REQUESTOR SIGNATURE</b> Brandy Carlson, Chief Financial Officer
<b><u>SUMMARY OF REQUEST (GENERAL DESCRIPTION, FINANCING, OTHER OPERATIONAL IMPACT, POSSIBLE ALTERNATIVES)</u></b>			
<p>HealthWest Board authorization is requested to approve the HealthWest Policy and Procedure for Provider Capacity and Services.</p> <p>It is the policy of HealthWest to offer an appropriate range of services with adequate capacity for the anticipated number of individuals enrolled for services in the area within the approved funding allocation from outside sources. HealthWest will have a network of providers that meet the geographic distribution of the service area. HealthWest will notify the Lakeshore Regional Entity if a significant change is made, if the availability and capacity of providers does not meet consumer demand, and if consumer demand exceeds approved funding from outside sources.</p> <p>The purpose of this policy is to meet, track, monitor providers, and meet the needs of the consumers enrolled for services.</p>			
<b><u>SUGGESTED MOTION (STATE EXACTLY AS IT SHOULD APPEAR IN THE MINUTES)</u></b>			
I move to authorize and approve the HealthWest Policy and Procedure for Provider Capacity and Services effective June 1, 2023.			
<b>COMMITTEE DATE</b> June 9, 2023	<b>COMMITTEE APPROVAL</b> _____ Yes    _____ No    _____ Other		
<b>BOARD DATE</b> June 23, 2023	<b>BOARD APPROVAL</b> _____ Yes    _____ No    _____ Other		

HWB 115-P

HEALTHWEST  
POLICY AND PROCEDURE

No. #####

Prepared by: Effective: June 1, 2023

Brandy Carlson  
Chief Financial Officer

Subject: Provider Capacity and Services

Approved by:

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Cynthia Blair, Interim Executive Director

I. POLICY

HealthWest will offer an appropriate range of services with adequate capacity for the anticipated number of individuals enrolled for services in the area within the approved funding allocation from outside sources. HealthWest will have a network of qualified providers that meet the geographic locations throughout the service area for the provision of all covered services. HealthWest will notify the Lakeshore Regional Entity within twenty-four hours if a significant change is made, if the availability and capacity of providers does not meet consumer demand, and if consumer demand exceeds approved funding from outside sources.

II. PURPOSE

The purpose of this policy is to meet, track, monitor providers, and meet the needs of the consumers enrolled for services.

III. APPLICATION

Applies to all HealthWest services for its consumers.

IV. PROCEDURE

- a. HealthWest will conduct a provider service review at a minimum of every two years to determine if there is a need for procurement in specific service or program areas. The HealthWest Team will conduct the service review process for the programs and services in the division they manage. Services, programs, and providers are reviewed for utilization patterns, outcomes, capacity concerns, choice options, service quality, service gaps, evidence-based practices, and fiscal viability, as well as any pertinent information gathered through contract management. Input from individuals served and their families/caregivers is highly valued and will be considered during service reviews.
- b. A service review will be conducted if changes in HealthWest's Provider Network occur which would negatively affect access to care.

- c. Based on the service review process, a decision may be made to procure services, request a system plan of correction, change the service array or program design, or to make other adjustments in programs or services within the requirement of the funding source(s).
- d. All reviews and resulting recommendations will be documented on the Service Review Form and submitted to the Contract Department for review and record retention.
- e. When required, procurement recommendations resulting from the service review process will be provided to the Executive Leadership Team for approval. Once approved, the recommendations will go to the HealthWest Board of Directors for final approval.

V. Attachments

- a. Service Review Form

/jf

# HealthWest

## Service Review Form

HealthWest requires that each service or program be reviewed every two years to determine the need for procurement. Service reviews are a data-driven process; ensure all reviewers have sufficient data before beginning the review. Note that HealthWest may not use procurement processes that unreasonably restrict competition or that involve conflicts of interest.

<b>Name of Service:</b>	
<b>Review Date:</b>	
<b>Names of Reviewers:</b>	
<b>Current Providers of Service:</b>	

### 1. Financial Review

- Issues related to rate
- Fiscal viability of providers
- Within the approved funding allocation
- Changes to payment mechanism

### 2. Program and Quality Review

- Changes to service delivery
- Quality of care or treatment
- Performance issues
- Consumer satisfaction and/or consumer-identified issues or ideas

### 3. Access and Capacity Review

- Increased choice of providers
- Capacity issues
- Additional providers interested in providing service.
- Access issues

### 4. Additional considerations:

### 5. Summary of review and the rationale for the recommendation below:

### 6. Procurement Recommendation:

- Department Head (\$9,999 and less)
- Sole Source (Emergency/Urgent only)
- Department Collected Quotes (\$10,000-\$24,999.99)
- Procurement Collected Quotes (\$25,000-\$149,999.99)
- Formal Solicitations (\$150,000 and more)



Vision: Building a healthier, more informed, and inclusive community through innovation and collaboration.

Mission: To be a leader in integrated health care, inspiring hope and wellness in partnership with individuals, families, and the community.

## Performance Improvement Report

June 2023

### Key Performance Indicators

- Work continues to establish of a quarterly Key Performance Indicator (KPI) report that will include the following:
  - Access Measures (timeliness of assessment and start of services)
  - Satisfaction Measures (satisfaction scores, inquiries, grievances, and appeals)
  - Demand for Crisis Service (warmline, mobile crisis, pre-admission screening, crisis res/inpatient)
  - Inpatient Recidivism (re-admission within 30 days)
  - Health Disparities (FUH-A and FUH-C)
  - Encounters and Service Delivery Trends
  - Medicaid Enrollment and Penetration Rates
  - HR/Workforce Measures (positions in recruitment and filled, turnover)
- June 2023 KPI Report included following this summary.

### Strategic Plan Objective: Reduce Health Disparities

- Follow-up to Hospitalization (FUH) data led to formation of a team to explore data and pursue improvements
- Areas of focus include differences between new and existing consumers; reasons for missing/non-compliant follow-up; reducing no-shows/cancellations; facility trends; and disparities among races, ages, and genders.
- Recommendations include outreach from peer support specialists between discharge and follow-up; resuming meetings with Trinity Health BH; developing materials to help parents/guardians, and consumers navigate from discharge to follow-up; and integrating related initiatives such as Zero Suicide/Suicide Safer Communities.
- Our work to reduce health disparities in the FUH measures parallels the LRE's PIP to achieve the same.
- Additionally, we are looking for way to strengthen outreach into underserved communities, including through building ties with faith leaders who can help educate their congregations and connect people to resources

### Performance & Quality Measures

- Satisfaction dashboards were completed earlier this year and are in use.
  - Dashboards include data from quarterly IPOS reviews, progress notes, NOMS surveys, and grievances.
  - NOTE: satisfaction data within the monthly KPI report is based on quarterly IPOS reviews.
- Access measure dashboards are also complete!
  - Dashboards reflect compliance with timeliness standards, average days to care, compare year-over-year performance, and highlight historical trends.
  - Dashboards also contain detail data to allow the PI Committee and clinical teams to research cases
- Development work continues on Power BI dashboards for access, effectiveness, and efficiency.

### Adverse Events (Critical Incidents, Risk Events, and Sentinel Events)

- We continue to strengthen our process for reporting all adverse events
- Staff from multiple departments are also participating in the regional CIRE workgroup, which meets each month and works to ensure CMHs and the LRE are properly reporting critical incidents and risk events to MDHHS.
- Work continues to finalize the training that will be rolled out this summer to all HW staff and contracted provider agencies.

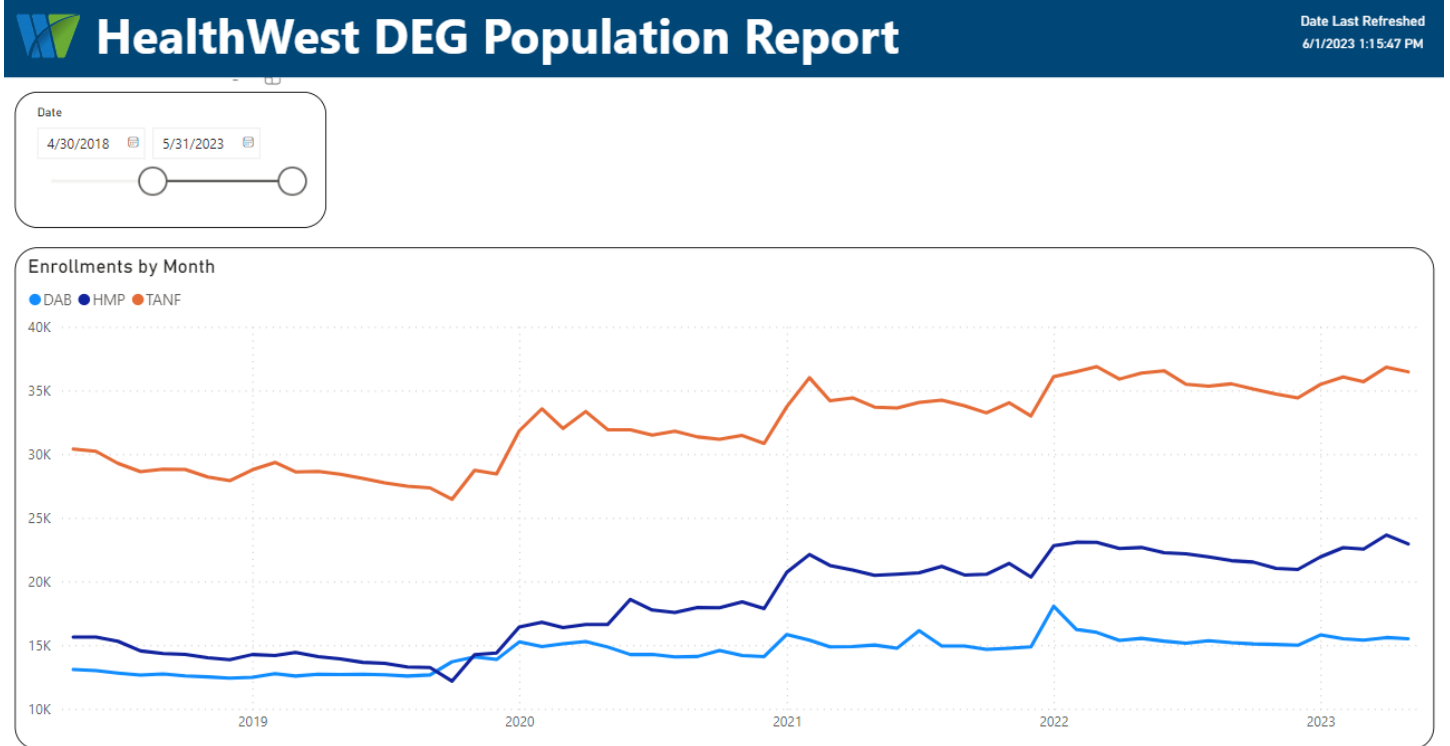
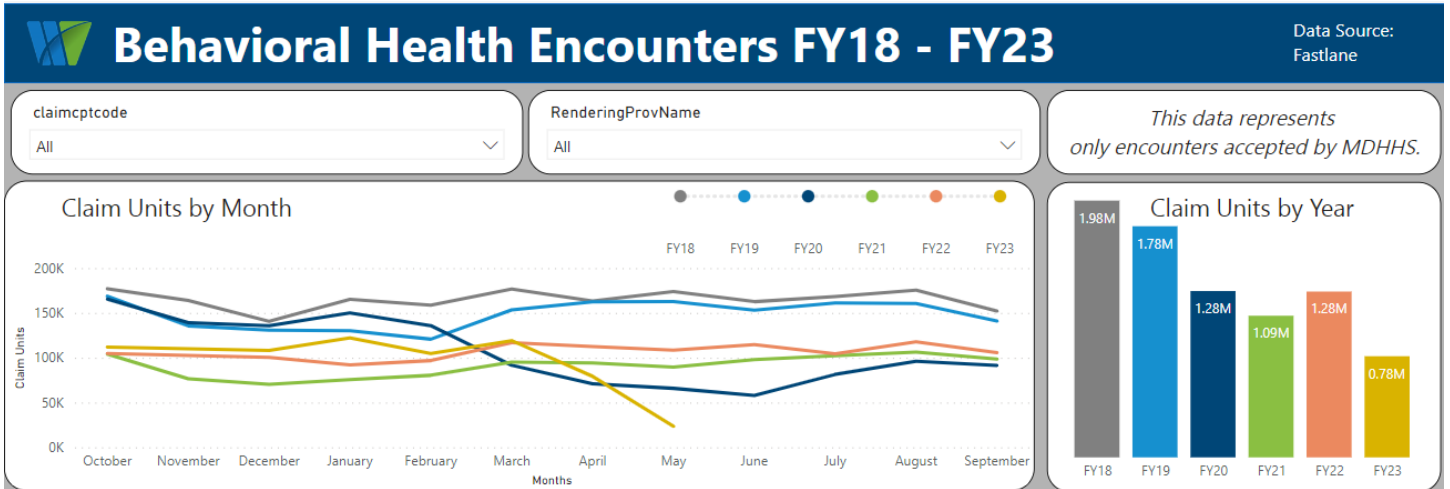
## Other Updates

- Consumer satisfaction survey
  - The new consumer satisfaction/experience of care survey launched in mid-May, which kicked off the annual region-wide, month-long data snapshot. HealthWest teams have been offering the survey to all consumers seen between May 8 and June 9. However, the survey does remain active year-round and will remain an avenue for collecting consumer feedback.
- Improving Outcomes Conference
  - Multiple HealthWest staff attended this conference hosted last month by the CMH Association of Michigan. Sessions focused on using data to improve performance, updates from MDHHS, and strategies for strengthening operations across IT, Finance, Contracts, and Data/Quality.
- Performance Indicator Thresholds
  - New performance indicator thresholds for MMBPIS Indicator 2a (timeliness of initial assessment following a routine request for services) and Indicator 3 (timeliness of service following the initial assessment) will be set by MDHHS and take effect at the start of FY24. This topic was covered at one of the Improving Outcomes sessions attended by HW staff. We are actively comparing our performance to anticipated measures and participating in region-wide efforts to prepare for their launch.
- MDHHS Waiver Audit 90-Day Review
  - Following the approval of our corrective action plans from the 2022 MDHHS waiver audit, reviewers from the state return to assess our progress in carrying out those plans.
  - HealthWest submitted our proofs this week and is awaiting feedback from the LRE and MDHHS.
- CMHSP Site Review
  - Scheduled for September 2023



# Key Performance Indicator Report

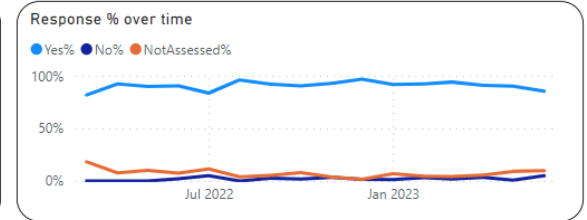
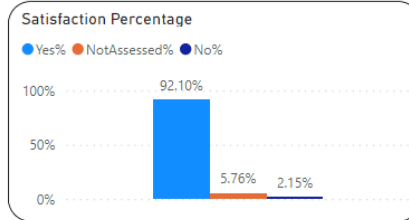
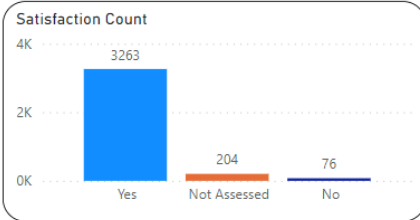
June 2023



# Satisfaction with Services

Date Last Refreshed  
6/6/2023 11:39:25 AM

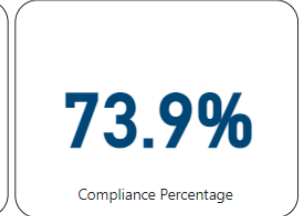
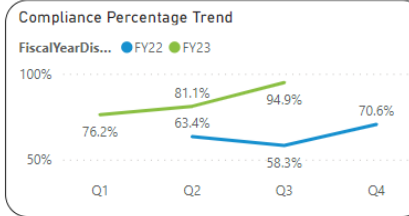
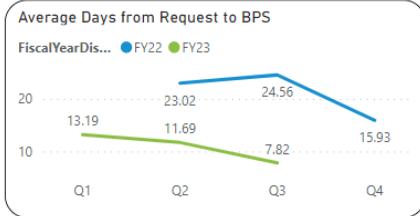
Review Date:  to   
 Primary Program:   
 Satisfaction Status:   
 Supervisor:



# Access: Request for Service to BPS

Date Last Refreshed  
6/6/2023 11:39:25 AM

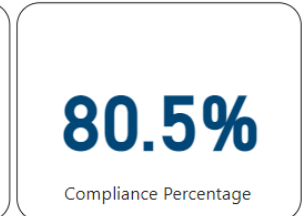
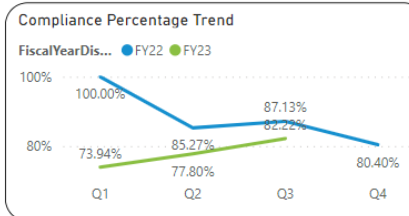
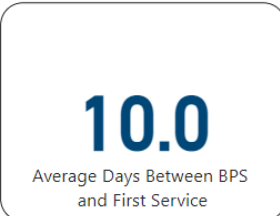
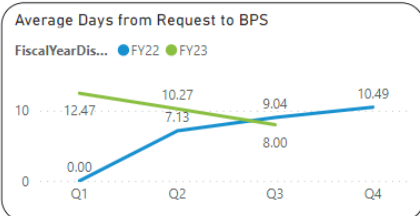
Review Date:  to   
 Primary Worker:   
 Primary Program:

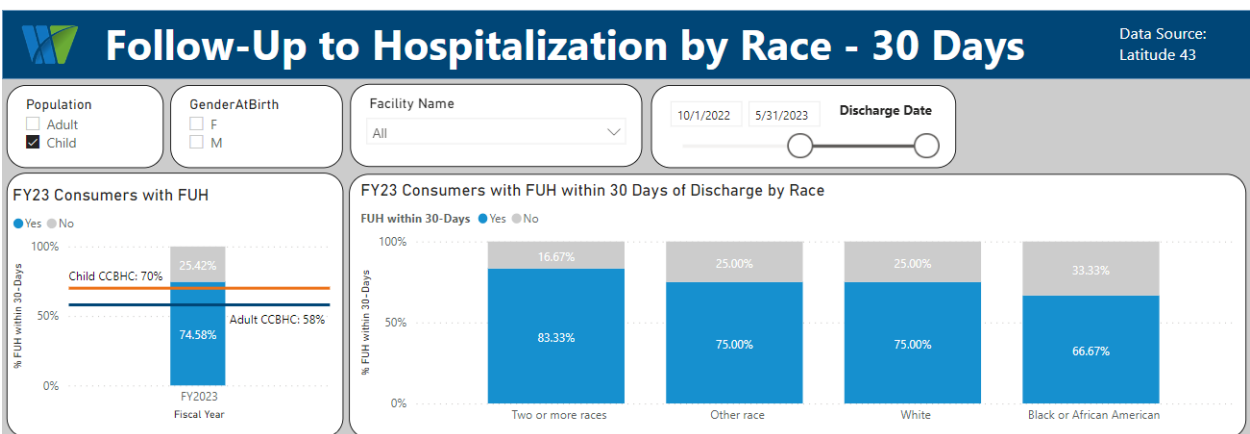
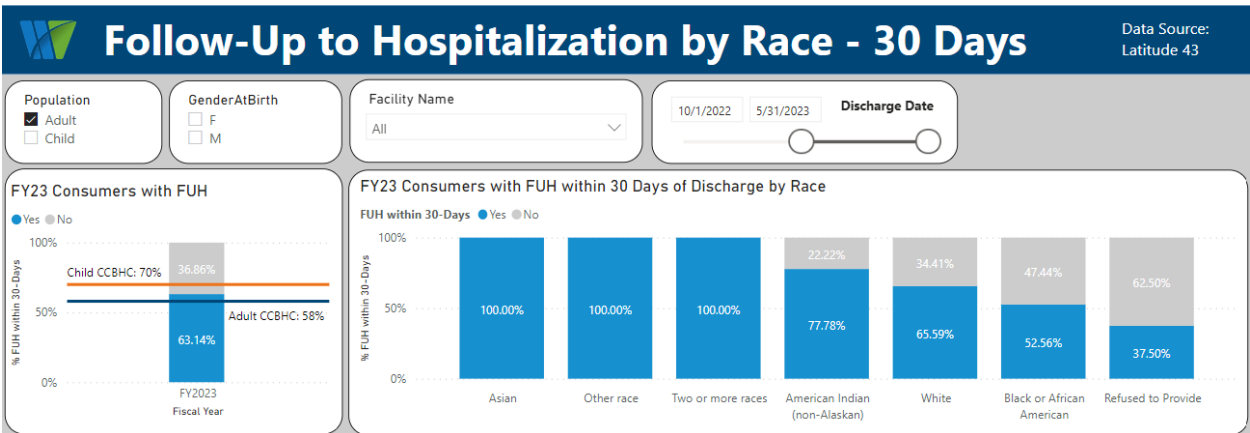
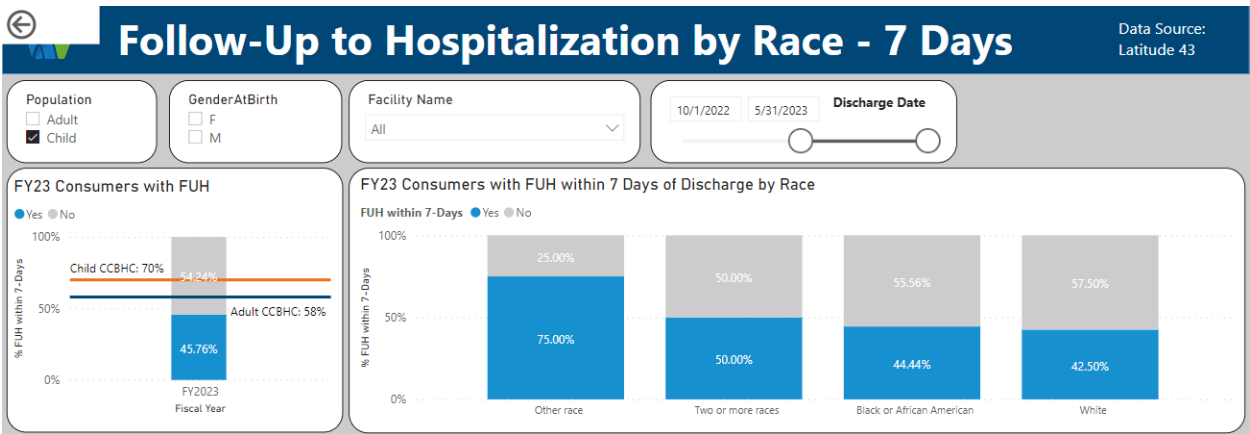
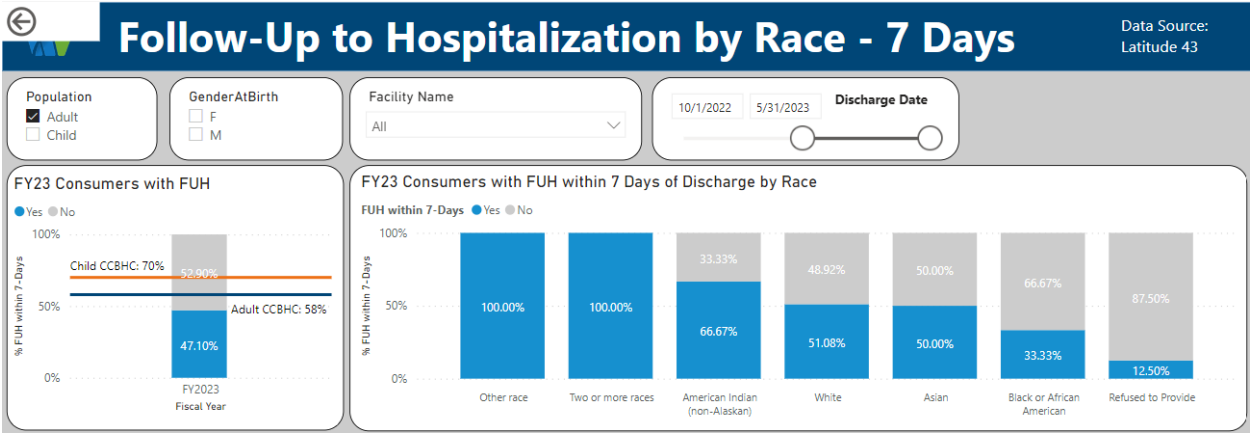


# Access: BPS to First Ongoing Service

Date Last Refreshed  
6/6/2023 11:39:25 AM

Review Date:  to   
 CurrentPrimaryProgram:   
 CurrentSupervisor:





**HEALTHWEST**

**RECIPIENT RIGHTS ADVISORY COMMITTEE MEETING MINUTES**

**Friday, June 9, 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 8:27a.m.

**ROLL CALL**

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

HealthWest Staff Present: Holly Brink, Tasha Percy, Shannon Morgan, Cyndi Blair, Amber Berndt, Matt Plaska, Gary Ridley, Melina Barrett, Gordon Peterman, Linda Wagner, Jackie Farrar, Rich Francisco, Linda Closz, Suzanne Beckeman, Stephanie Baskin

Guest Present: Kristen Wade, Larry Spataro

**APPROVAL OF MINUTES**

It was moved by Ms. Thomas, seconded by Ms. Hilleary, to approve the minutes of the April 14, 2023 meeting as written.

**MOTION CARRIED.**

**ITEMS FOR CONSIDERATION**

**A. *Motion to Accept Recipient Rights Reports for April 2023 / May 2023***

It was moved by Ms. Hilleary, seconded by Ms. Natte, to approve the Recipient Rights Reports for April 2023 / May 2023.

**MOTION CARRIED.**

For the months of April 2023 / May 2023, there were 70 HealthWest and 17 provider employees trained:

Rights Updates HealthWest	47
Rights Updates Provider	4
New Employee Training HealthWest/Contracted	21
New Employee Training Provider	15
SUD Recipient Rights Orientation Provider	1

For the months of April 2023 / May 2023 there were 783 incident reports and 17 rights allegations.

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

There were a total of 7 deaths reported in April 2023 / May 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 / PUBLIC COMMENT**

Mr. Spataro gave a brief update and wanted to thank Linda Wagner for her hard work, and commitment to our consumers.

**ADJOURNMENT**

There being no further business to come before the committee, the meeting adjourned at 8:38 a.m.

Respectfully,

Stephanie Umlor  
HealthWest Rights Advisory Committee Chair

SU/hb

***PRELIMINARY MINUTES  
To be approved at the Rights Advisory Committee Meeting of  
August 11, 2023***



## RECIPIENT RIGHTS ADVISORY COMMITTEE

**June 9, 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 April 14, 2023<br>(Attachment #1 – pg. 1-3)  | Action |
| 4)  | Public Comment (on an agenda item)  |        |
| 5)  | Items for Consideration   |        |
|     | A) Motion to Accept Recipient Rights Bi-Monthly Report for<br>April 2023 / May 2023<br>(Attachment #2 – pg. 4-12) | Action |
| 6)  | Old Business  |        |
| 7)  | New Business  |        |
| 8)  | Communication / Director's Report   |        |
| 9)  | Audience Participation / Public Comment   |        |
| 10) | Adjournment   | Action |

/hb

Main Office

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

[HealthWest.net](http://HealthWest.net)

**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***

## REQUEST FOR HEALTHWEST BOARD CONSIDERATION AND AUTHORIZATION

<b>COMMITTEE</b> Recipient Rights Advisory Committee	<b>BUDGETED</b> X	<b>NON-BUDGETED</b>	<b>PARTIALLY BUDGETED</b>
<b>REQUESTING DIVISION</b> Administration	<b>REQUEST DATE</b> June 9, 2023	<b>REQUESTOR SIGNATURE</b> Linda Wagner, Recipient Rights Officer	
<b><u>SUMMARY OF REQUEST (GENERAL DESCRIPTION, FINANCING, OTHER OPERATIONAL IMPACT, POSSIBLE ALTERNATIVES)</u></b>			
<p>Approval is requested to accept the Recipient Rights Reports of April 2023 and May 2023. The report includes:</p> <ul style="list-style-type: none"> <li>• Training sessions conducted by the Rights Office from April 1, 2023 through May 31, 2023.</li> <li>• Site Reviews from May 26, 2023.</li> <li>• Incident Reports and Rights Allegations for April 1, 2023 through May 31, 2023.</li> <li>• Formal Complaints and Interventions for April 1, 2023 through May 31, 2023.</li> <li>• Deaths reported for March 28, 2023 through May 2, 2023.</li> </ul>			
<b><u>SUGGESTED MOTION (STATE EXACTLY AS IT SHOULD APPEAR IN THE MINUTES)</u></b>			
I move to approve the Recipient Rights Reports for the months of April 1, 2023 through May 31, 2023.			
<b>COMMITTEE DATE</b> June 9, 2023	<b>COMMITTEE APPROVAL</b> _____ Yes    _____ No    _____ Other		
<b>BOARD DATE</b> June 23, 2023	<b>BOARD APPROVAL</b> _____ Yes    _____ No    _____ Other		



## BI-MONTHLY RECIPIENT RIGHTS REPORT

**Date:** June 9, 2023  
**To:** Recipient Rights Advisory Committee  
**From:** The Office of Recipient Rights  
**Subject:** Recipient Rights Report for April and May 2023

### I. TRAINING

- A. April 5, 2023, New Employee Training for 3 HealthWest and 3 Provider employees.
- B. April 11, 2023, SUD Orientation for 1 HealthWest employee.
- C. April 12, 2023, SUD Orientation for 1 Muskegon Recovery Cooperative outpatient Cherry Health.
- D. April 19, 2023, Annual Update Training for 22 HealthWest and 1 Provider employees.
- E. April 19, 2023, New Employee Training for 2 HealthWest and 3 Provider employees.
- F. April 21, 2023, CMH Directors Quarterly Meeting attended for 1.75 CEU's Category I (Operations).
- G. April 26, 2023, MDHHS-ORR Training, Chapter 4 Admission and Discharge-Adults, 3 CEU's category II. Admission and Discharge-Children, 1.5 CEU's category II. Assisted Outpatient Treatment, 1.5 CEU's category II.
- H. May 3, 2023, New Employee Training for 4 HealthWest and 2 Provider employees.
- I. May 4 & 5, 2023, RROAM meeting attended. 5 CEU's category 1, and 3.75 CEU's category IV.
- J. May 12, 2023, Annual Update Training for 25 HealthWest and 3 Provider employees.
- K. May 17, 2023, New Employee Training for 4 HealthWest and 4 Provider employees.
- L. May 31, 2023, New Employee Training for 8 HealthWest and 3 Provider employees.

70 HealthWest and 17 Provider employees were trained for the months of April and May.

## II. SITE REVIEWS

- A. May 26, 2023, Beacon Home at Blue Lake mixed residential Beacon Specialized Living Services.
- B. May 26, 2023, Lawrence Home mixed residential Pioneer Resources.
- C. May 26, 2023, Pioneer Skill Building and Group Community Living Supports Program DD Pioneer Resources.
- D. May 26, 2023, Goodwill Skill Building Program DD Goodwill of West Michigan.

## III. STATISTICAL INFORMATION

The Office of Recipient Rights reviewed 738 incident reports and 17 rights allegations for the months of April and May.

## IV. FORMAL INVESTIGATIONS

### Old 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 involved was terminated.**
- C. February 14, 2023, Ducey residential DD Samaritas a package of 41 Clonazepam .25mg went missing. **The investigation into the allegation of PERSONAL PROPERTY-POSSESSION AND USE was SUBSTANTIATED. A police report was filed, but they did not investigate. The Staff involved received a written reprimand and additional training.**
- C. 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.**

- D. 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 involved was terminated from employment.**
- E. 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.**
- F. 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.**
- G. 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 was not SUBSTANTIATED.**
- H. 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 is medication review and ran out of his medications. **The investigation into the allegation of MENTAL HEALTH SERVICES SUITED TO CONDITIONS was not SUBSTANTIATED.**
- I. 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 Staff involved was terminated.**
- J. 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 was SUBSTANTIATED. The Staff involved is no longer employed with HealthWest.**
- K. 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 Staff involved was given a written reprimand.**

- L. March 20, 2023, Med Pod <sup>other</sup> HealthWest a Staff held a child with an unapproved hold while the Parent was signing consents. **The investigation into the allegation of SAFE, SANITARY AND HUMANE TREATMENT ENVIRONMENT was SUBSTANTIATED. The Staff involved was given additional training.**
- M. March 21, 2023, Slocum <sup>residential</sup> 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 WAS NOT SUBSTANTIATED.**
- N. March 23, 2023, <sup>out of county</sup> Rivervalley 1 <sup>mixed residential</sup> 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 WAS NOT SUBSTANTIATED.**

**New Business:**

- A. March 29, 2023, White Pine Cottage <sup>residential</sup> DD Turning Leaf Behavioral Health Services. Staff was sleeping on the couch while watching a movie with a Recipient. **The investigation into the allegation of NEGLECT-CLASS III IS SUBSTANTIATED. The Staff involved was terminated.**
- B. March 30, 2023, The Lodge <sup>mixed residential</sup> Beacon Specialized Living Services a Staff was found sleeping on the couch when the Home Manager and Assistant Home Manager entered the home. **The investigation into the allegation of NEGLECT-CLASS III IS NOT SUBSTANTIATED.**
- C. March 30, 2023, Slocum <sup>residential</sup> 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 SUBSTANTIATED. The Staff involved was given a written reprimand.**
- D. April 18, 2023, Brooks <sup>residential</sup> DD Samaritas Manager arrived at the home and found only one staff when there should have been two. **The investigation into the allegation of NEGLECT-CLASS III was SUBSTANTIATED. The Staff involved was terminated.**
- E. April 21, 2023, <sup>out of county</sup> Beacon Harbor of Saginaw <sup>residential</sup> MI a Recipient said that a staff disclosed to her that they cut themselves and the Recipient went to her room and cut herself and then showed it to the staff. An IR was written by another staff discussing the conversation, but there was no IR written about the Recipient cutting herself and showing it to the staff. **The investigation into the allegation of MENTAL HEALTH SERVICES SUITED TO CONDITION was SUBSTANTIATED. The Staff received verbal counseling and required to complete additional training.**

F. April 27, 2023, MI Adult Supports Coordination case management HealthWest a Recipient alleged that a HealthWest staff member went into her private therapy notes, interpreted them for herself and did not ask her therapist any questions then discussed this with her Mental Health Court Case Worker. **The investigation into the allegation of DISCLOSURE OF CONFIDENTIAL INFORMATION was not SUBSTANTIATED.**

G. April 28, 2023, HealthWest Wrap around-Youth Recipient's Parent does not feel that a HealthWest staff is treating them with Respect and Dignity or providing the services that are needed. **The investigation into the allegation of MENTAL HEALTH SERVICES SUITED TO CONDITIONS was not SUBSTANTIATED and FAMILY RIGHTS TO RESPECT AND DIGNITY was SUBSTANTIATED. The employee involved received verbal counselling and will receive additional training.**

H. April 28, 2023, Eastwood II mixed SIL Turning Leaf Behavioral Health Services. Staff are not following treatment plans or following proper procedures for safe/appropriate transfers. **The investigation into MENTAL HEALTH SERVICES SUITED TO CONDITIONS was SUBSTANTIATED. The corrective action plan has not yet been received.**

I. May 08, 2023, HealthWest Youth Office Based Recipient's Parent does not feel that a HealthWest has adequate crisis and behavioral management services. **The investigation into MENTAL HEALTH SERVICES SUITED TO CONDITIONS was not SUBSTANTIATED.**

J. May 08, 2023, Slocum residential DD MOKA Non-Profit Services Corp. a Recipient told staff that he overheard another staff yelling the night before that kept him awake and made him uncomfortable. **The investigation into the allegation of MENTAL HEALTH SERVICES SUITED TO CONDITION is SUBSTANTIATED. The corrective action plan has not yet been received.**

K. May 17, 2023, Brooks residential DD Samaritas. Recipient was brought home from program in a soiled brief along with feces down her leg. They were not cleaned up, but their pants were pulled up over the feces. **The investigation into DIGNITY AND RESPECT is not complete.**

L. May 19, 2023, Slocum residential DD MOKA Non-Profit Services Corp. While working a staff had a fire at her home and against supervisors' direction, took several recipients with her to go check on it. **The investigation into SAFE, SANITARY AND HUMANE TREATMENT ENVIRONMENT is SUBSTANTIATED. The corrective Action plan has not yet been received.**

M. May 22, 2023, Ducey residential DD Samaritas. Recipient was with his family, and they reported that he was unshaven, his nails needed to be clipped and he had fecal matter in

his pants. The claim is that this have been an ongoing issue. **The investigation into the allegation of MENTAL HEALTH SERICES SUITED TO CONDITION is not complete.**

N. May 23, 2023, Slocum residential DD MOKA Non-Profit Services Corp. A Community Member contacted MOKA staff stating that a Recipient was seen in public after being incontinent. The Community Member made the staff aware of the issue and the staff member thanked them and continued to shop and did not immediately leave to attend to the Recipients issue. **The investigation into DIGNIATY AND RESPECT is not complete.**

## V. INTERVENTIONS

### Old 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 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.**

**New Business:**

- A. April 1, 2023, PELS CLS Provider Supervisor claimed that Guardians of a Recipient were unhappy with the staff assigned to their daughter. **NO RIGHT INVOLVED the issues fall within the scope of PELS Personnel .**
- B. April 20, 2023, MI case management HealthWest Recipient was unhappy with the staff who was assigned to complete her assessment and would like a different staff assigned to her case. **NO RIGHT INVOLVED; the individual was referred to Customer Service for assistance with her request .**

**VI. SUBSTANCE USE DISORDER**

**Old Business:**

None

**New Business:**

None

**VII. DEATHS**

- A. March 28, 2023, a 77 year old female Recipient living at Virginia's House residential DD Pioneer Resources, died from unknown causes. She was receiving Hospice care.
- B. April 10, 2023, a 36 year old male receiving SUD Services HealthWest died in the community from a suspected overdose.
- C. April 2023, exact date unknown, a 22 year old female being assessed for SUD Services HealthWest died in the community from a self-inflicted gunshot wound.
- D. April 21, 2023, 64 year old female receiving, MI Adult Community Based Services HealthWest, died from cardiac arrest after being hospitalized for comfort measures only.
- E. April 24, 2023, a 70 year old male receiving MI Adult Supports Coordination died at Poppen House Hospice after a short illness.

Recipient Rights Report

June 9, 2023

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- F. April 28, 2023, a 55 year old female receiving MI Adult Community Based Services died from Cancer. She was receiving Hospice Services.
- G. May 2, 2023, a 58 year old male Recipient living at the Amanda Home, residential DD receiving IDD Adult Supports Coordination Services died from natural causes at home.